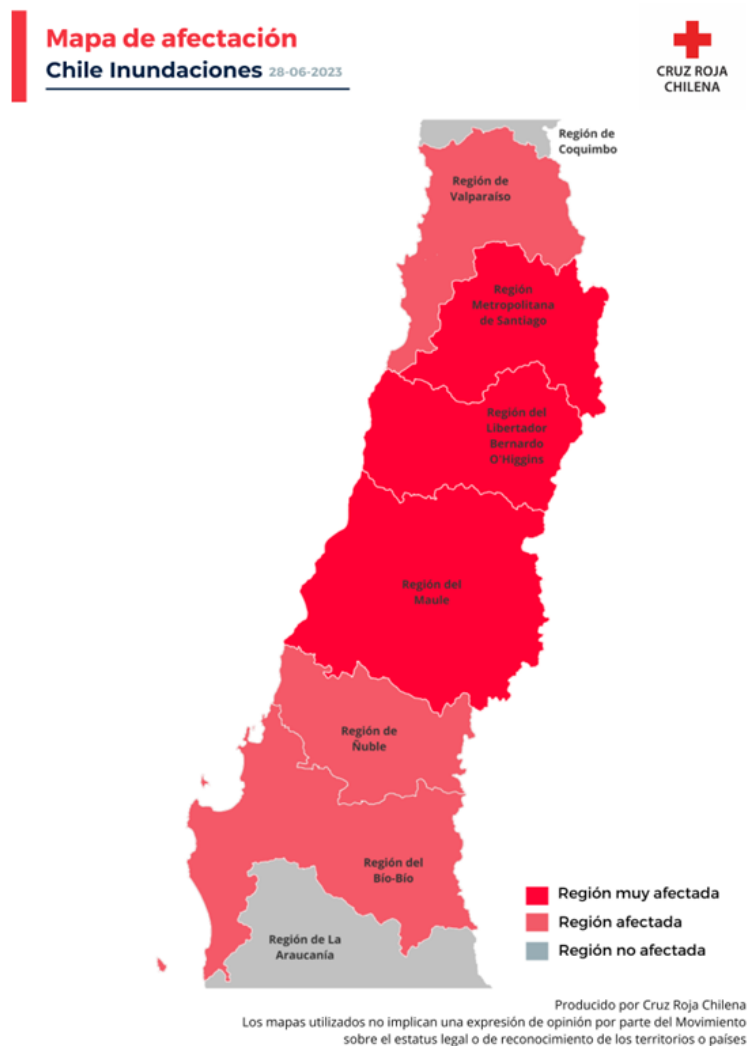




Floods in Licanten, Maule Region. Source: La Nación.

Appeal: MDRCL016	Country: Chile	Hazard: Flood	Type of DREF Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 339,667	
Glide Number:	People Affected: 21,673 people	People Targeted: 4,900 people	
Operation Start Date: 2023-07-05	Operation Timeframe: 4 months	Operation End Date: 2023-11-30	DREF Published: 2023-07-06
Targeted Areas:	Libertador, Maule, Metropolitana		

Description of the Event



Map of regions affected by floods in Chile. Source: IFRC.

What happened, where and when?

Since 21 June, central and southern Chile have experienced the heaviest rainfall recorded in the last 30 years. On 23 June, the impact intensified as communities faced flooding caused by swollen rivers, resulting in more than 21,673 people affected, 6,575 people isolated and 1,651 people sheltered, primarily in rural areas. Subsequently, on 24 June, the government declared a state of catastrophe spanning from the Valparaíso Region to the Biobío Region, approximately 450 kilometers south of Santiago.

A frontal system has affected several regions, including Valparaíso, Santiago Metropolitan, Libertador O'Higgins, Maule, Ñuble, and Biobío. This system has brought moderate to heavy rains and strong winds, compounded by a high zero isotherm (2,800 to 3,000 meters above sea level), resulting in rain over snowy mountainous areas. These conditions have led to flooding, river overflow, and landslides in communities, primarily caused by thawing triggered by this phenomenon. Most affected areas consist of informal settlements, where houses have been partially or completely destroyed, personal belongings lost, and basic services disrupted, along with waterlogging and other associated challenges.

While the frontal system impacts six regions, the Metropolitan Region, Libertador O'Higgins, and Maule have experienced the most severe consequences, as reported by the National Disaster Prevention and Response Service (SENAPRED). SENAPRED has issued a total of 92 cell phone emergency alerts (SAE) for evaluation during this event.





CRC rapid assessments. Maule region.



PSS activities in shelters. Melipilla, Metropolitan region.

Scope and Scale

According to SENAPRED, as of 30 June, the frontal system impacting central-southern Chile has tragically resulted in at least 2 fatalities, 2 missing persons, 21,673 people affected, and 6,575 isolated. In terms of infrastructure, SENAPRED reported 1,623 houses destroyed, 3,059 with significant damage, 4,069 with minor damage, and 6,424 houses currently under damage assessment. Additionally, 79 temporary shelters are currently active with 1,651 people sheltered. Of this, 31 shelters are active in Maule, 21 in Bio Bio, 19 in Libertador O'Higgins, 5 in Ñuble, and 1 in each Valparaíso, Metropolitana and La Araucanía (1).

The current climatic situation has affected a vast area of the country. Heavy rainfall has resulted in widespread flooding, with the consequences of the frontal system being strongly and extensively felt in the affected regions, particularly in the following areas:

- Valparaíso region: Aconcagua river
- Metropolitan region: Maipo and Mapocho rivers
- Libertador O'Higgins region: Tinguiririca and Cachapoal rivers
- Maule region: Mataquito, Achibueno, Putagán, Ancoa, and Longaví rivers
- Ñuble region: Ñuble, Chillán, and Diguillín rivers
- Biobío region: Laja, Duqueco, Biobío, Carampangue, Ranas, and Curanilahue rivers.

The overflow of the aforementioned rivers and watercourses has caused significant damage to infrastructure, housing, and crops. Basic services, such as the supply of drinking water and electricity, have also been disrupted.

In the Metropolitan area, the frontal system triggered heavy rainfall in the foothills, leading to landslides that blocked roads and resulted in the isolation of San Alfonso, El Ingenio, and Baños Morales sectors in the town of San José del Maipo. Simultaneously, the Maipo River, originating from the Maipo basin, overflowed, affecting houses in the Pirque area. The flooding also caused turbidity in the water purification system operated by Aguas Andinas, posing a threat to the water supply of a significant portion of the region. Additionally, the Mapocho River experienced a significant rise, surpassing historical levels. This resulted in the cutting of a bridge on the highway connecting Santiago with the cities of Valparaíso and Viña del Mar, affecting 1,020 individuals across 12 districts, and causing damage to more than 394 houses.

The Libertador O'Higgins region experienced significant impacts due to the flooding of the Tinguiririca and Cachapoal rivers, which had not reached such high flow levels in over 30 years. This situation has affected numerous communities and agricultural areas, particularly in the communes of Rengo, San Fernando, Doñihue, and Coltauco.

As of 30 June, reports indicate over 11,385 people affected, and more than 5,120 houses suffering various types of damage. To alleviate the rising water levels, the Rapel hydroelectric complex had to open its floodgates, leading to some flooding in neighboring areas along the banks of the Rapel River, such as Licantén and La Boca.

In the Maule region, a similar situation has unfolded, with an increasing number of affected individuals due to the significant concentration of communities situated along the banks of major rivers that have overflowed during the ongoing frontal system. For instance, in sectors such as Linares, the overflowing of the Batuco stream and Achibueno river has resulted in a high number of victims and missing persons. Similarly, Curepto has been affected by the overflow of multiple streams, leading to significant consequences. Furthermore, Licantén, a coastal commune in the province of Curicó, has been completely flooded due to its location in a meander of the Mataquito river. As a result, the Licantén Hospital and SAMU Base had to be evacuated. As of 30 June, reports indicate that there are over 5,580 people affected, 1,824 houses damaged, and 1,816 houses undergoing damage assessment.

In the Ñuble and Bio Bio region, 3,310 people are reported to have been affected with 1,185 houses damaged. Additionally, a total of 4,608 houses are currently undergoing damage assessments.

The impact of intense winds on the region's infrastructure has been severe, resulting in the uprooting of trees, damage to power poles, and roofs of houses. The presence of low temperatures and snow in higher-altitude areas has further exacerbated the challenges, particularly affecting communication routes. The accumulation of snow and ice has led to road closures and traffic restrictions, disrupting vehicle movement.

Given the magnitude of this emergency, local authorities have been compelled to implement emergency measures including evacuations of high-risk areas, the establishment of temporary shelters, and the mobilization of resources for the cleaning and repair of damaged infrastructure.

According to the forecasts issued by CIIFEN (International Center for Research on the El Niño Phenomenon) more rainfall is expected for the months of June, July and August in some regions. More specifically:

- Above average: in the Coquimbo Region and in the northern section of the Valparaíso Region
- Average to above average: in the Valparaíso and Metropolitan Regions. Between the Ñuble Region and the Biobío Region. From the Los Lagos Region to the far south.
- Average to below average: between the O'Higgins and Maule Regions, as well as in the Araucanía Region.
- Dry season: between the Arica and Parinacota and Parinacota, and the Atacama Region.

Sources:

(1) <https://senapred.cl/monitoreo-por-evento-meteorologico-entre-las-regiones-de-valparaiso-y-los-rios/>

(2) https://ciifen.org/wp-content/uploads/2023/06/Pronostico_Estacional_Sudamerica_JJA_2023.pdf

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population groups?	No
Did the National Society respond?	No
Did the National Society request funding from DREF for that event(s)?	Yes
If yes, please specify which operations	MDRCL011 - 2015



Lessons learned

The last DREF Operation implemented by the Chilean Red Cross (CRC) in response to Floods was back in 2015 aimed at assisting people affected by this emergency in the Atacama region. However, more recently the National Society has launched DREF Operations in response to other emergencies such as Civil Unrest (in 2019) and Fires (in 2023). While the specific geographic areas of these response operations differ from the current emergency, the CRC has incorporated valuable lessons learned from past operations into the current DREF Plan of Action. These lessons are intended to mitigate similar challenges and risks during the implementation of the operation, including:

- Strengthening collaboration and coordination with government entities and fostering partnerships with other institutions to avoid duplication of efforts during emergencies.
- Coordinating psychosocial support through sectoral working groups, with the CRC actively participating in the mental health coordination working group.
- Ensuring ongoing support and guidance from the International Federation of Red Cross and Red Crescent Societies (IFRC) through follow-up visits to provide operational and administrative assistance during the operation.

It is important to highlight the growth and progress the CRC has made over the years, as well as the experience gained from previous DREF operations and Emergency Appeals. Having recently completed the DREF operation in response to Fires in Valparaíso, the CRC has accumulated extensive expertise in implementing such operations, and they intend to apply the positive aspects of their previous experiences to the current operation.

The National Society has recent experience in implementing cash transfer programmes. They have made a detailed evaluation of the aspects to be improved for future operations and will keep in mind these points as follows:

- Early survey of affected families.
- Early start of the administrative aspects of the programme.
- Visit to the banks near the communities to explain about the program and provide information to their employees for closer assistance to the people.

Current National Society Actions

National Society Readiness	The Chilean Red Cross (CRC) has Health, Communications, Finance, Development and Youth and Risk Management departments, as well as active RFL, PGI, MHPSS and WaSH programs, which generate actions to strengthen the National Society in these areas. It currently has approximately 3,000 active volunteers throughout the country. The team of the Disaster Risk Management Directorate and its security programs, disaster intervention, crisis room and monitoring personnel from Headquarters have been available from the first moment of the emergency. The CRC has the following supplies available: - 1 HQ Telecommunications van - 1 National Collection Center - 1 truck from the Santa Cruz Branch, O'higgins Region - 1 truck from the Maule Regional Committee.
	Since the beginning of the emergency, the O'Higgins Regional Committee, Maule Regional Committee, Talagante Branch, Melipilla Branch and Biobío Regional Committee have been in contact with local authorities and emergency teams to begin assessing the needs of the people affected. A coordination



Assessment	team from headquarters went to the field to conduct a direct observation of the needs in the area, and a survey of information through the KoBo Tool, led by the IM team, government reports and direct consultations with the people affected by the emergency.
Coordination	The Chilean Red Cross (CRC) works in coordination with local government, (governmental organizations related to SENAPRED response, Health Service, municipal shelters) and organizations that articulate humanitarian aid (Movidos por Chile, SENAPRED Humanitarian Aid Network) and is available for coordinated actions in all sectors. CRC coordinates internally at local, regional and national levels with active branches for the collection of humanitarian aid items, such as medical supplies and water. It also works in the operational coordination of response teams and needs assessment teams, and coordinates the working tables established in the national response plan (Technical Table and Strategic Table).
Resource Mobilization	In order to help the communities affected by the climatic emergency and floods that occurred in the central-southern area of the country, the Chilean Red Cross began a campaign to collect money called "Committed to the community", for which all individuals, public and private organizations are invited to participate. Banco Estado is also launching a solidarity campaign with the same purpose, enabling a button in the application and on its official website that will lead people to make monetary contributions . More than 28 branches have been activated with over 380 volunteers providing support for the collection and distribution of humanitarian aid. The following branches have been set up as collection centers: - Metropolitan Region: El Monte Branch, San Bernardo Branch, Maipú Branch, La Florida Branch. - O'higgins Region: Chimbarongo Branch, Doñihue Branch, Machali Branch, Rengo Branch, Las Cabras Branch, San Francisco de Mostazal Branch, Rancagua Branch, San Fernando Branch, Requinoa Branch, Pichilemu Branch - Maule Region: Curicó Branch, Teno Branch, Molina Branch, San Clemente Branch, Constitución Branch, Linares Branch, San Javier Branch, Cauquenes Branch, Chanco Branch, Parral Branch - Biobío-Ñuble Region: San Carlos Branch, Cabrero Branch, Negrete Branch, Chiguayante Branch The items that are currently being collected and which have been disseminated through social networks are non-perishable food, warm clothes, footwear, blankets and cleaning supplies; these are being distributed in the most affected areas of the commune where the branch is located, it has also been observed that people who need support have been approaching the branches to request some kind of help.
Activation Of Contingency Plans	The Chilean Red Cross activates its National Response Plan, which involves the deployment of regional resources and the coordination of assistance from Headquarters. In accordance with the National Response Plan, all directorates remain under the coordination of the Disaster Risk Management Directorate until the end of the emergency, as well as resources. This directorate coordinates actions at the national and regional levels.



National Society EOC	On the afternoon of 22 June, the headquarters team began monitoring the meteorological event. On 23 June, a technical meeting was convened due to the magnitude of the emergency, and monitoring and action planning were carried out by headquarters. Based on the information sent by the national monitoring team, the technical desk prepares situation reports that are updated every 24 hours, also coordinates the uploading of field reports to the GO Platform and the emergency bulletins issued to the Governing Board, operational and support departments. In accordance with the National Response Plan, the Strategic Committee and the National and Regional Technical Committee were convened. Working meetings and technical tables have been held with the national, regional and local teams in order to evaluate the evolution of the event and the response of local volunteers.
Health	Chilean Red Cross Youth volunteers are trained to assess the emotional and psychological needs of people affected by an emergency. They perform initial interventions to provide support and active listening to those in need. The Chilean Red Cross organizes recreational and diversionary activities for children, adolescents and adults affected by an emergency. These activities seek to provide temporary relief and a safe space for people to distract themselves from the traumatic situation by working in coordination with other humanitarian actors and local organizations to provide comprehensive and effective psychosocial support. Volunteers provide emotional support to affected people, helping them to express their feelings and emotions, and offering containment in times of crisis. This may include active listening, accompaniment and resilience building. To date, more than 100 people have been assisted in health matters.
Protection, Gender And Inclusion	The National Society has created an infographic based on evacuation processes to raise awareness of people with reduced mobility, children and adolescents, constant vigilance and observation of situations that could expose people to contexts of increased vulnerability.

Movement Partners Actions Related To The Current Event

IFRC	The IFRC has an office in Argentina to support and assist the Southern Cone countries, which has maintained close contact and coordination with the Chilean Red Cross (CRC) and the Disaster and Crisis Department of the IFRC Americas regional office in Panama. Since the beginning of the emergency, constant communication and technical assistance has been maintained in order to evaluate the evolution of the emergency and coordinate the necessary assistance for the country. The IFRC has also provided support to the CRC in the development of the DREF Application. The Delegation has a headquarters agreement in Chile.
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ICRC	The International Committee of the Red Cross (ICRC) also has offices in Argentina and, in addition to carrying out actions within its mandate, such as working with the authorities to integrate, implement and disseminate international humanitarian law and rules on the use of force, it carries out actions to develop the capacity of the National Society to respond to emergency situations in contexts of violence and crisis and to provide Restoring Family Links (RFL) services. At the moment, no specific communication has been established for this emergency, however, it will be considered according to the evolution of the emergency, as well as the requirements that may arise to meet the most immediate needs of the affected population.
Participating National Societies	There is no PNS presence in the country.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The national authorities have activated the response at all levels: temporary shelters have been set up, teams from the Ministry of Public Works have been working in the field to reconnect the areas and clean the roads, and the Ministry of Social Development and Family has informed that a voucher will be granted to the affected families. With the state of catastrophe, the following teams have been deployed: INJUV: Calling for two types of youth volunteering, the first is the debris removal volunteering and the second is the psychosocial support volunteering. So far, the government has not confirmed any type of assistance to the people affected by the floods in terms of accommodation, nor the relocation of housing in other areas. However, they have informed about the distribution of a bonus to affected families who are in the registry of the Basic Emergency Card (FIBE), whose bonus is proportional and can reach up to \$ 1,500,000 Chilean pesos for the most affected families. This economic aid is for family groups whose housing and/or belongings have been affected and who have the Basic Emergency Card (FIBE) applied. Its objective is to recover conditions of habitability, household goods, clothing or any other need. It is a one-time payment per family group and is delivered by direct transfer to the Cuenta Rut or through in-person collection at Banco Estado. It will be divided into four tranches, according to the level of affectation: (i) \$375,000 - low affectation; (ii) \$750,000 - medium affectations; (iii) \$1,125,000 - high affectation; and (iv) \$1,500,000 - very high affectation. This cash assistance provided by the state has the requirements of having the Emergency Basic Card (FIBE), having a national identity card and having a RUT account (bank account of the state bank). As for migrants who have been affected and do not meet the above requirements, no aid measures have been reported.



UN or other actors	TECHO: Carrying out interventions in order to be able to register the families that have been affected by the emergency. MOVIDOS X CHILE: Coordinating the humanitarian network in the country. FIREFIGHTERS: Rescuing animals and people trapped by floods in the regions of O'higgins (Municipality of Rengo) and Maule Region (Municipality of Linares and Municipality of Licantén).
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Are there major coordination mechanisms in place?

From the first alert issued by the National Early Warning Center, the National Disaster Preparedness and Response System (SINAPRED) is activated at the communal, national and regional levels, where the COGRID (National Emergency and Disaster Committees) are activated to coordinate government response actions for the emergency. At the national level, this table is led by the Minister of the Interior and Security, the National Director of Senapred, the Armed Forces, the Chief of Staff, ministries such as the environment, health, among others, and the Undersecretary of the Interior.

The Regional COGRIDs were also activated, led by the Presidential Delegates, with the participation of regional governors, Regional Directors of Senapred, Regional Ministerial Secretaries, military authorities, chief of the Carabineros zone and chief of the Fire Department zone.

At the communal level, the communal COGRIDs led by the mayors of the affected communes, with the participation of the head of the communal risk management department, communal representatives of the carabineros, firefighters and some non-governmental organizations such as ADRA, Red Cross, among others.



Needs (Gaps) Identified



Shelter Housing And Settlements

The consequences of the floods have left a total of 1,623 homes completely destroyed, 3,059 with major damage and 4,069 with minor damage throughout the country, a total of 6,424 homes are under evaluation, which is why the numbers may increase in the coming days.

In the prioritized regions 8,751 houses have been affected (394 Metropolitan, 5,120 O'Higgins and 1,824 Maule). As water and mud have entered the houses, families have been affected with the loss of personal belongings such as refrigerators, beds, clothing, hygiene and kitchen items, among others.

Most of the homes affected in the Metropolitan Region and O'Higgins were homes in informal settlements; however, light and solid material homes were also affected in the Metropolitan, O'Higgins and Maule regions.

A total of 1,651 people nationwide (286 Metropolitan Region, 461 O'Higgins Region, 397 Maule Region, 155 Ñuble Region, 336 Bio Bio Region, 12 Araucania Region, 4 Valparaiso Region) have been forced to be moved to temporary shelters or to live with relatives. As of 30 June, 79 temporary shelters remain active throughout the country (31 Maule Region, 21 Bio Bio, 19 O'Higgins Region, 5 Ñuble and 1 in each Valparaiso, Metropolitana and Araucania Region).

As the meteorological event decreases, the progressive closure of some temporary shelters has been observed and people are trying to return to their homes.

In the three prioritized regions, people have begun to remove mud and water from their homes, municipal agencies have begun to enable the connectivity of roads and paths, as well as cleaning them. The cleaning of rivers and canals has been identified, as they are full of debris in order to prevent future overflows and floods.

TECHO is the only organization responding so far, providing assistance in informal settlements in the Metropolitan Region and O'Higgins, delivering basic necessities such as diapers or food, and will also evaluate the possibility of delivering construction materials to support families who have had significant damage to their homes.



Protection, Gender And Inclusion

In general, and through observations made by the National Society's evaluation team in rapid assessments, it was noted that shelters are not meeting the specific needs of each population group. For example, children and adolescents lack friendly spaces where they can continue with their activities and normal development. As for people with disabilities, they are being cared for, but greater consideration of their specific needs is required. On the other hand, menstruating people are also facing difficulties, as they do not have access to adequate menstrual hygiene services and supplies.

The phenomena that cause disasters and their secondary effects, such as displacement, interruption of services and daily activities, separation of families and communities, among others, can further exacerbate the risks faced by children and adolescents. These groups are subjects of rights and deserve protection in any situation that endangers their dignity, physical or psychological integrity. This is within the fundamental framework of reference for the protection of children, which is based on the Universal Declaration of Human Rights, the Convention on the Rights of the Child and the Minimum Standards for the Protection of Children in Humanitarian Action.



Finally, it is worth mentioning that migrants who have been affected by the emergency are also exposed to further vulnerabilities. Many of them lived in informal settlements located near rivers and canals, which overflowed and flooded, destroying their precarious dwellings built with light materials. Furthermore, government assistance for this population is limited, as a national identity card is required, which makes access to these types of assistance difficult. It is essential to recognize these gaps and the specific needs of the different groups of the population affected by the emergency in order to guarantee an inclusive and adequate response to each of them.



The national health system was already facing a health contingency prior to the emergency due to the increase in respiratory diseases, especially in children under 6 years of age.

However, after the flooding of rivers and floods caused by the current frontal system, most of the hospitals of the health system were not affected in their operation, except for the Licantén Hospital, which had to evacuate its patients and suspend its services, and the SAMU (Emergency Medical Attention System) base in the Maule Region.

Despite this situation, emergency medical attention has not presented an additional collapse to the one already being faced. However, it is necessary to intensify the education of the population on health care measures in order to reduce the incidence of respiratory and gastrointestinal diseases due to the water conditions in the affected areas.

Regarding Mental Health and Psychosocial Support (MHPSS) needs, the most vulnerable groups are minors, the elderly, pregnant women and those with disabilities. Health posts have been set up in some of the shelters or affected areas but not specialized in mental health. Therefore, it is crucial that MHPSS-focused activities are implemented by the National Society in order to prevent the worsening of the mental health of affected people during the emergency.

The National Society has provided first aid and MHPSS assistance in the affected areas; the most common care encountered was wound care and vital sign checks. In addition, the low temperatures present in the area have led to an increase in respiratory diseases, especially among the most vulnerable communities.



Water, Sanitation And Hygiene

The country's drinking water supply system depends on drinking water treatment plants operated by various companies throughout the country, which obtain water from rivers and flows from the high mountain range. However, due to the increased flow and turbidity in most of the rivers that supply the drinking water systems in the affected regions, there have been several problems in the supply of water suitable for consumption and to cover the basic needs of the population.

According to SENAPRED reports and the National Society's rapid assessments, in the Metropolitan Region and O'Higgins, the water supply is currently functioning through their water reserve plants; however, there are localities affected by the floods and overflows that do not have drinking water services and have access to water through ponds which are refilled by water trucks. Similarly, in the Maule Region, communities have access to drinking water on a daily basis; however, in the commune of Licantén, due to the flooding that affected the entire



community, there are currently approximately 1,016 people without drinking water supply.

In relation to the above, access to safe water for consumption has been affected in several communities which, regardless of their supply of drinking water or by water trucks, put their consumption at risk due to the alteration and turbidity of the water in the supply plants.

There is a need to provide the most affected communities with safe access to water, the tools to facilitate its consumption, through supplies for water filtration, information, training and support on hygiene, water and food handling, in order to prevent gastrointestinal disease



Migration

The presence of migrants has been observed in the affected localities, mainly in informal settlements of light constructions located near rivers and canals that have overflowed, as well as in homes made of solid material that have been flooded. Haitian, Colombian, Venezuelan and Ecuadorian nationalities have been identified among the affected migrants. It is estimated that not all of these people are in a regular situation in the country, which impedes their access to the assistance provided by the government. In addition, a weakening in the support networks of these people has been observed due to the loss of communication resources and items necessary for their subsistence.



Community Engagement And Accountability

To comprehensively address the needs and challenges faced by affected communities, it is essential to involve community members in decision-making and in the implementation of response actions. The active participation of affected people ensures that their voices are heard, their knowledge and experiences are valued, and that proposed solutions are appropriate and relevant to their specific needs. In addition, accountability becomes crucial to ensure transparency and accountability in the use of resources allocated to the response. This involves providing clear and accessible information on actions taken, results achieved and decision-making processes, as well as mechanisms for the community to voice concerns, raise questions and receive timely responses. Community participation and accountability not only strengthen trust and cooperation among stakeholders, but also contribute to a more effective, inclusive and sustainable response.

Any identified gaps/limitations in the assessment

In analyzing the needs related to the front-end system, it is important to recognize potential information gaps that could limit a complete understanding of the situation. Some of these gaps could include:

- Demographic data and vulnerabilities: Obtaining disaggregated demographic data and analyzing the socio-economic and vulnerability characteristics of affected communities is essential to understand who is most affected and what particular needs they have. This would include information on age groups, people with disabilities, migrants, and other vulnerable groups.
- Psychosocial needs assessment: Understanding the psychological and social impact of the frontal system on affected people requires a specific psychosocial needs assessment. This involves analyzing the impact on mental



health, community adaptive capacity and resilience, and the need for psychosocial support services.

- Assessment of local capacities: it is necessary to understand the existing capacities of communities and local institutions to respond to the frontal system and address identified needs. This includes assessing the availability of human resources, infrastructure, early warning systems, and coordination among relevant actors.
- Migration: It is relevant to consider addressing the specific needs of migrants, as their nationality and migration status influence their access to assistance services from the state and other organizations.

Operational Strategy

Overall objective of the operation

Through this DREF Application, the Chilean Red Cross aims to contribute to strengthening the living and subsistence conditions of people affected by the floods in the Metropolitan Regions of Santiago, Libertador O'Higgins and Maule, covering a total of 4,900 people (980 families), through actions focused on water, sanitation and hygiene, health and multipurpose cash assistance.

Specifically, 70 families (350 people) will be assisted in the Metropolitan Region, 200 families (1,000 people) in Libertador O'Higgins Region, and 710 families (3,550 people) in Maule Region.

Operation strategy rationale

The proposed actions are based on the need to provide immediate and effective support to the most affected regions according to initial rapid assessments that the Chilean Red Cross (CRC) has developed together with local authorities.

The implementation of the actions seeks to comprehensively address the priority needs of the affected people, focusing on water, sanitation and hygiene, health and multipurpose cash assistance. The lack of access to drinking water, the presence of diseases related to unhealthy conditions and the lack of economic resources to meet basic needs are urgent challenges that require an immediate and coordinated response.

Likewise, the implementation of actions is based on the importance of protecting the lives and well-being of the affected people, ensuring dignified and safe conditions for their subsistence. The implementation of actions in the prioritized sectors will restore access to drinking water, promote proper hygiene practices, provide first aid and psychosocial support to those who need it, and provide economic assistance that will allow them to cover their basic needs and move towards recovery.

In addition, this response strategy is supported by the capacity and experience of the CRC, which has trained human resources and a network of volunteers willing to provide support in emergency situations. Coordination with other relevant entities and actors is also essential to ensure a relevant and effective response.

Below is a summary of the actions proposed for each sector:

WATER, SANITATION AND HYGIENE:

A comprehensive water, sanitation and hygiene program will be developed to address the basic needs of 4,900 people (980 families) affected by the floods. This program covers key aspects such as access to safe drinking water, waste management and promotion of proper hygiene practices through the following activities:

- Procurement and distribution of 420 family water filters.
- Detailed WaSH needs assessment to identify gaps in the response in the 3 prioritized departments.
- Develop hygiene promotion activities for information on healthy habits, water treatment measures and proper



storage, proper solid and liquid waste management, importance of environmental hygiene and safe waste disposal practices that will reach a total of 4,900 people (980 families).

The distribution of family water filters will be done to families living in informal settlements with unsafe access to water (and without mains water). It is estimated that around 40% of the total number of families to be reached live in these conditions, which is why 420 (out of 980 families) will be reached with water filters.

HEALTH:

A total of 4,900 people (980 families) will receive health assistance through first aid and psychosocial support. This will be developed through the following actions:

- Provide immediate first aid services to an estimated 1,000 people. The CRC Teams will be equipped with the necessary supplies and materials to attend to basic medical emergencies.
- Provide psychosocial support services to 4,900 people (980 families). Services will include individual and group sessions, crisis therapy, relaxation and stress management techniques, as well as guidance on healthy coping strategies. Special attention will be given to the needs of children, the elderly, people with disabilities, and other vulnerable groups.

MULTIPURPOSE CASH ASSISTANCE:

A one-time financial contribution will be distributed to 2,500 people (500 families) affected by the frontal system in the regions of Metropolitan Santiago, O'Higgins and Maule.

The CVA program is mainly intended to cover the recovery of personal belongings lost in the floods and to complement the assistance from the state for the reconstruction of their homes. The families selected are within the total number of targeted families and will meet the established selection criteria, which primarily includes families that have suffered the total destruction of their homes or the loss of their personal belongings.

The amount allocated for the cash transfer program (CHF 400) has been selected based on the feasibility study conducted by the Chilean Red Cross in March 2023 under the framework of the DREF Operation in response to the fires in the Valparaiso Region. For the definition of the amount, the following items were considered:

- Materials for home repair: Although the state provided support to families to recover their homes, the feasibility and market analysis conducted indicated that the amount provided was not enough to complete all the repairs. Therefore, a percentage was considered to cover the costs of materials such as wooden profiles, wooden boards, nails, doors and others.
- Lost of assets and personal belongings: The water that entered the houses has damaged clothes, kitchen sets, mattresses, beds, refrigerators etc. Therefore, a percentage was considered for the recovery of household items and personal belongings lost during the floods.
- Transportation: Due to the remoteness of some communities to the places where they buy materials, food and supplies, in addition to the fact that most people do not have their own vehicle, a percentage was considered to cover the cost of transportation.

Although the amount to be used is calculated based on a feasibility study and transfer value recently used by the Chilean Red Cross, it should be noted that, the amount as well as the delivery strategy may change once the feasibility study and market analysis for the current emergency is completed.

The distribution of the multipurpose cash assistance will be done in a fair and equitable manner, ensuring that it reaches the most affected and vulnerable families. Transparent eligibility criteria will be established and a registration and verification process will be carried out to ensure that the aid reaches those who really need it. In addition, guidance and educational sessions will be provided to assisted families to enable them to properly manage the resources received, and basic financial education will be promoted to encourage responsible and sustainable use of the funds.



The National Society will work to carry out awareness-raising activities on protection, gender and inclusion throughout the operation in different spaces. Initially in the temporary shelters, then in the return home and existing community spaces. It will do so through the following actions:

- Sensitizations linked to the inclusion of migrant persons and people from the LGBTQ+ community reaching at least 2,000 people.

This response strategy has also considered the continuous training/updating of staff and volunteers on issues related to first aid; psychosocial support; water, sanitation and hygiene; and cash transfers, mainly, as well as the updating of response protocols, in order to continue guaranteeing the relevance, quality and effectiveness of the services provided by the Chilean Red Cross.

Targeting Strategy

Who will be targeted through this operation?

This operation has prioritized contributing to direct attention to people in the three regions: Santiago Metropolitan Region, O'Higgins Region and Maule Region. This prioritization is based on the evaluation of the impacts of the frontal system and the emerging needs of the population, including the particular needs of vulnerable population groups (children, people with disabilities, women, the elderly, migrants, among others).

Explain the selection criteria for the targeted population

The selection criteria were established based on the identification and prioritization of those groups and individuals who have been most impacted by the frontal system and who require greater attention and support. These criteria are based on various factors, such as the magnitude of the damage suffered and the degree of vulnerability of the population. For the purposes of this operation, the base criteria are as follows:

General:

- Families that have not previously received similar assistance from another institution.
- Migrant families that have been affected and do not have support networks.
- Families displaced by flooding.
- Families exposed to health and survival risks.
- Families who have been or are in temporary shelters.
- Families with children under five years of age, older adults, pregnant women and/or persons with disabilities.

CVA program:

- Low-income families whose homes have suffered total damage.
- Families affected by the event in critical areas (structural damage or uninhabitability of housing, access to basic services, damage to life or health of family members).

WASH:

- Families with little or no access to safe water.

By establishing clear and transparent selection criteria, the Chilean Red Cross ensures that resources and aid are allocated equitably and efficiently, reaching the people who need it most and contributing to a comprehensive and quality response.

Total Targeted Population

Women:	2,499	Rural %	Urban %
Girls (under 18):	-	30.00 %	70.00 %
Men:	2,401	People with disabilities (estimated %)	
Boys (under 18):	-	5.00 %	
Total targeted population:	4,900		

Risk and security considerations

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

Risk	Mitigation action
Adverse climatic factors	- Constant monitoring of weather conditions and early warnings. - Contingency planning to address extreme weather conditions. - Provision of adequate personal protective equipment and volunteers for personnel involved in the operation. - Adoption of safety practices to mitigate weather-related risks.
Human resource limitations	- Early identification of staffing needs and recruitment of additional volunteers if necessary. - Adequate training of staff and volunteers in their roles and responsibilities. - Efficient distribution of tasks and assignment of staff and volunteers according to priority needs. - Establishment of scheduled shifts and breaks to avoid staff fatigue.
Limitations in the fulfillment of objectives	- Establishment of SMART objectives (Specific, Measurable, Achievable, Relevant and Time-bound) within a specific timeframe. - Establish periodic meetings with key stakeholders to evaluate progress and detect failures in advance. - Generate commitments from the participating parties at each stage. - Delegate activities according to needs.
Operational incidents	- Security management that includes Context analysis and operational risk analysis for interventions, incident reporting, strengthening in Safer Access, Protection of volunteers with equipment and uniforms appropriate to the climate.
Logistical constraints	- Advance planning of necessary resources and supplies. - Establishment of an efficient supply chain.



- Coordination with suppliers and partners to ensure timely delivery of inputs.
- Regular monitoring of inventory and adjustments as needed.

Please indicate any security and safety concerns for this operation

Impact of new frontal systems without prior preparation; Activation of volcanic complexes; Landslides; Shortage of supplies to assist those affected; Clashes between communities; Assaults; Attempted looting; Attacks on volunteer teams; Collapse of roads; Failure of access vehicles; Lack of trained volunteer personnel; Unauthorized use of institutional emblems.



Planned Intervention

	Multi-purpose Cash	Budget	CHF 215,130
		Targeted Persons	2500
Indicators		Target	
Market and Feasibility Study		1	
Number of households assisted with the distribution of Multipurpose Cash.		500	
Priority Actions:		- Development of 1 feasibility and market study. - Induction of volunteers for the development of the Multipurpose Cash Transfer program. - Design and distribution of the Multipurpose Cash Transfer program. - Monitoring and evaluation of the Multipurpose Cash Transfer program.	

	Health	Budget	CHF 3,195
		Targeted Persons	4900
Indicators		Target	
Number of people assisted with actions related to mental health and/or psychosocial support.		4900	
Number of people assisted through first aid services		1000	
Priority Actions:		-Provide First aid assistance throughout the operation. - Induction/refresher training for staff and volunteers on mental health and psychosocial support. - Development of actions related to mental health and psychosocial support throughout the operation. - Monitoring and evaluation of first aid, mental health and psychosocial support actions.	

	Water, Sanitation And Hygiene	Budget	CHF 25,522
		Targeted Persons	4900

Indicators	Target
Number of people reached through water, sanitation and hygiene awareness.	4900
Number of families provided with water filters.	420
Priority Actions:	- Procurement and distribution of drinking water filters. - Development of family/community activities for hygiene promotion.

	Community Engagement And Accountability	Budget	CHF 1,065
		Targeted Persons	4410
Indicators	Target		
% of respondents who report receiving useful and practical information through different trusted channels (digital and non-digital).	90		
% of affected people surveyed who report that humanitarian assistance is provided in a safe, accessible, accountable and participatory manner.	90		
Priority Actions:	- Dissemination of information and key messages on issues related to water, sanitation and hygiene; health, protection, among others. - Continuous evaluation of the situation through focus groups, surveys, and other mechanisms that are adapted to the times and contexts. - Development of a CEA strategy specifically for the Multipurpose Cash Transfer program (printed material, information desks, etc.). - Post-distribution follow-up surveys.		

	Secretariat Services	Budget	CHF 42,760
		Targeted Persons	
Indicators	Target		
Number of monitoring missions	3		
Number of surge deployments	2		

Priority Actions:	- Deployment of surge personnel: 1x WASH Coordinator for 2 months. 1x CVA Coordinator for 2 months. - Monitoring of operations (implementation activities and financial procedures).
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	National Society Strengthening	Budget	CHF 49,759
		Targeted Persons	
Indicators		Target	
Number of lessons learned workshops developed.		1	
Number of volunteers insured		298	
Contingency Flood Plan		1	
Priority Actions:		- Hiring of personnel for the operation 1x Field Coordinator 1x Admin/Finance Officer - Insurance for volunteers. - Procurement and distribution of protective equipment for volunteers. - Virtual Purchasing / logistics training. - Development of monitoring missions throughout the operation. - Development of lessons learned workshop. - Development of a flood contingency plan for future floods	

	Protection, Gender And Inclusion	Budget	CHF 2,237
		Targeted Persons	2000
Indicators		Target	
Number of people reached through awareness-raising activities		2000	
Priority Actions:		- PGI Awareness Actions - Design and printing of information material.	

About Support Services

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



A total of 298 people, including volunteers and paid personnel, have been activated to respond directly to the emergency in the affected area, and a total of 652 hours of service have been provided in direct relation to the emergency. Most of the service hours corresponded to the deployment in the zero zone of the emergency, to provide assistance in psychosocial support to children and adolescents in shelters, and humanitarian assistance has been delivered directly to the affected people, as well as in the collection centers and shelters.

Throughout the operation, reinforcement and replacement volunteers will be deployed from nearby regions to relieve local volunteers in order to reduce the "burnout" effect. In addition, volunteers with emergency support capabilities, such as IM/PMER, emergency volunteers, logistics, security, PGI, WASH, will be deployed internally.

A total of 298 volunteers will be available for the actions of this operation in the Metropolitan, O'Higgins and Maule Regions. All volunteers will have insurance and the necessary personal protection equipment to work in the area affected by the floods. It is worth highlighting, that the budget only includes insurance for 28 volunteers because the remaining 270 already have active insurance.

In addition, the National Society will hire two positions to provide direct support during the implementation of the DREF Operation, including:

- 1x Field Coordinator
- 1x Admin/Finance Officer.

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

SURGE support is required for this operation. The profiles to be recruited include:

- 1 x WASH Coordinator for 2 months: To support the development of a detailed needs assessment, distribution of WaSH items as well as capacity strengthening of the National Society as they do not have this type of expertise within the current staff.
- 1 x CVA Coordinator for 2 months: To support the administrative tasks involved in the cash transfer program including a feasibility study, induction sessions and the distribution of the cash assistance.

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

All procurement related to this operation will follow IFRC standard procurement procedures, the National Society's financial SOPs and Sphere Standards for household goods purchases. The National Society and the CCD for the Southern Cone will coordinate with the Americas Regional Logistics Unit (RLU) for any major procurement (replenishment).

The National Society has the capacity in the procurement processes through the logistics staff at headquarters to buy the necessary supplies for the operation centrally to regulate the items needed to respond to this emergency.

How will this operation be monitored?

Reporting on the operation will be carried out in accordance with IFRC minimum reporting standards. A final report will be issued within three months of completion of the operation. Results of past lessons learned will also be presented to the implementation team and the preparation of related reports will be monitored. The IFRC PMER and finance team will also provide the necessary support and guidance to the National Society's operations team to ensure that IFRC policies and procedures are followed during the implementation of the activities planned under the DREF.

Direct monitoring will be carried out by the National Society through the Risk Management Directorate and in coordination with the Field Coordinator. On-site monitoring visits will be made to the branches involved to check the activities in progress and a KoBo survey will be used to collect indicators. In addition, weekly meetings will be held between the Program and Operations Coordinator and the finance area of the IFRC delegation and the field team for operational follow-up. At least two visits to the country will be carried out for operational follow-up and projection of operational expenses and for the closing of the operation and/or lessons learned workshop.

Please briefly explain the National Societies communication strategy for this operation.



Communications Management provides support for the dissemination of actions of the operation and inform the general public about the measures and actions carried out by the Chilean Red Cross, as well as deliver and publicize recommendations to those who were affected by the weather emergency and its results in the short and long term and to those who could be harmed by the same or other weather problems in the country, taking into account the forecasts especially for the coming months. All this through press releases, posts, notes in the different digital platforms and media.

In addition, a fundraising campaign is launched to help families affected by the floods and weather emergency, called "Committed to the community" which is aimed at the general public and the private sector. The information is broadcast through the regular channels of the Chilean Red Cross and its digital platforms (Website, Facebook, Twitter, Instagram, LinkedIn).

Some of the activities to be carried out are:

- Generation of operational lines based on the context.
- Dissemination of key messages.
- Regional spokespersons workshop,
- Delivery of active information according to the contingency.
- Approach to CEA strategy in communications.
- Direct line with Communications Directorates of Regional Committees that are in situ with the emergency.
- Management of press releases and dissemination in the media.



Budget Overview



DREF OPERATION

MDRCL016 - Chilean Red Cross
Chile Floods - June 2023

Operating Budget

Planned Operations	247,149
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	215,130
Health	3,195
Water, Sanitation & Hygiene	25,522
Protection, Gender and Inclusion	2,237
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	1,065
Environmental Sustainability	0
Enabling Approaches	92,519
Coordination and Partnerships	0
Secretariat Services	42,760
National Society Strengthening	49,759
TOTAL BUDGET	339,667

all amounts in Swiss Francs (CHF)



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[Click here for the reference](#)

