



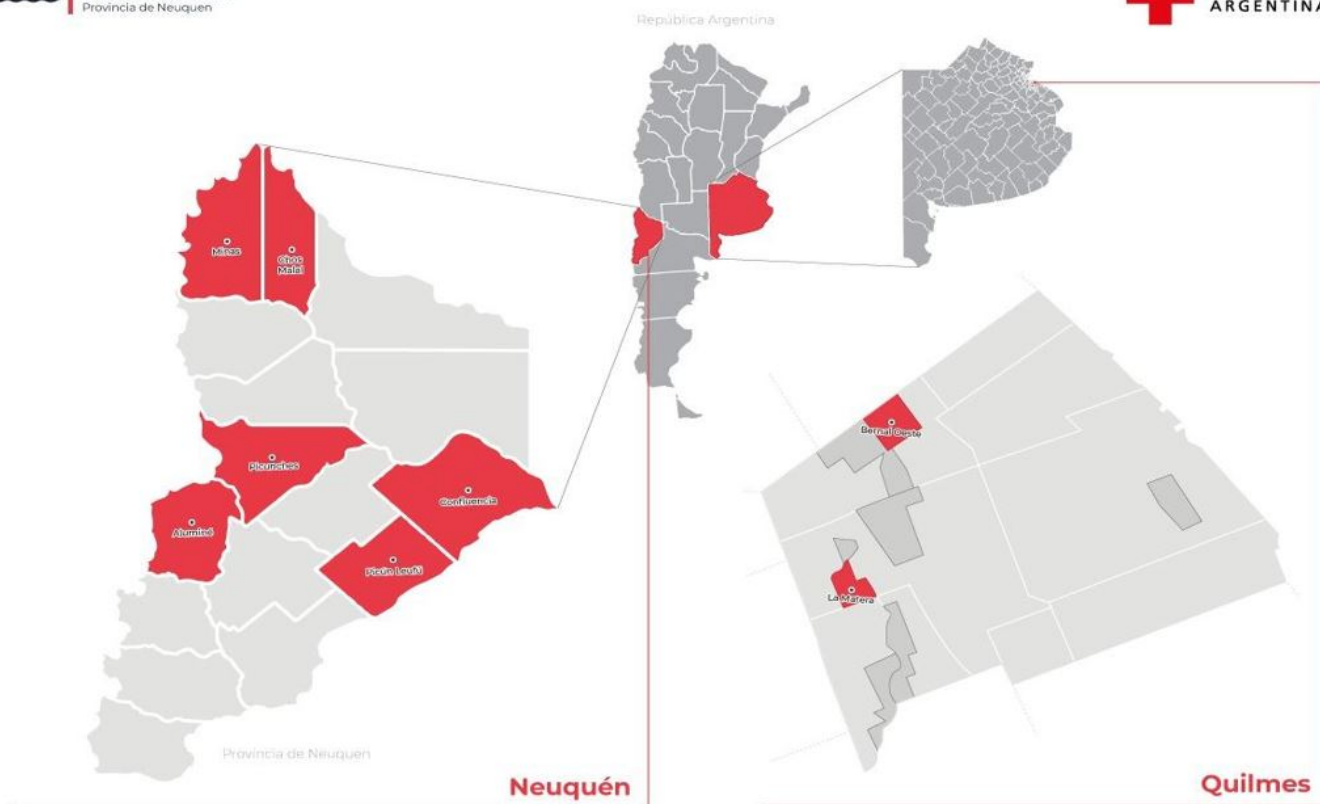
Floods in Neuquén, Argentina. 3 July 2023. Source: Argentine Red Cross..

Appeal: MDRAR019	Total DREF Allocation CHF 269,978	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2023-000089-ARG	People Affected: 38,000 people	People Targeted: 5,000 people	
Event Onset: Sudden	Operation Start Date: 2023-06-06	New Operational end date: 2023-11-30	Total operating timeframe: 5 months
Additional Allocation Re- quested 151,491	Targeted Areas:	Buenos Aires, Neuquén	

Description of the Event



Inundaciones en Argentina
Comunidades Afectadas
Provincia de Buenos Aires
Provincia de Neuquén



Map of areas affected and areas prioritized by the Argentine Red Cross. Source: ARC.

What happened, where and when?

On 29 May, the Undersecretary of Emergencies and Civil Protection of the Municipality of Quilmes formally requested support from the Argentine Red Cross to assist families affected by flash floods in the municipality of Quilmes, province of Buenos Aires. Consequently, on 6 June, the National Society launched this DREF Operation to support people affected in La Madera and Bernal Oeste neighborhoods, two of the neighborhoods most affected by the emergency.

On 24 June, the National Meteorological Service of Argentina issued a red alert in its early warning system for the Province of Neuquén. The forecasts predicted over 200 mm of rainfall in high mountain regions and more than 90 mm in various areas of the province due to the advancement of low-pressure systems originating from the Pacific Ocean.

On 26 June, the forecast materialized and intense storms were recorded across the province of Neuquén leading to a significant increase in water flow within several river basins. These rainfalls surpassed the historical records of the last 10 years, particularly in the Neuquén and Curi Leuvú river basins.

On 28 June, the Argentine Red Cross received a new formal request from the government to support families affected by recent flooding in the Province of Neuquén, situated approximately 1,000 km away from the Province of Buenos



Aires.

As of 5 July, over 20 localities have experienced the impact of the hydro-meteorological event, compounded by pre-existing vulnerabilities stemming from their geographical location. The northern part of the province has witnessed a return to normal river conditions. However, in the central and southern regions, water flows remain high and continue to rise, leading to ongoing emergency situations. Consequently, the Argentine Red Cross has maintained its emergency category 1 status, which was declared on 28 June.

Currently, certain localities are still experiencing milder rainfall. Moreover, there are forecasts for new storms in the upcoming weeks, with expected accumulated rainfall ranging between 20 and 30 mm, although localized areas may exceed these values. This situation is compounded by the typical seasonal weather patterns of the Patagonian region, characterized by strong and cold winter winds. This effect is particularly pronounced in the Cordillera and Pre-cordillera, where dry conditions and low temperatures persist for the majority of the year, often reaching freezing averages. Additionally, snowfall accumulation between 20 and 30 cm is anticipated. In lower-altitude areas, precipitation may manifest as rain or a mix of rain and snow.



ARC volunteers respond to floods, Neuquén. July 2023. Hygiene Promotion Talks, Buenos Aires. June 2023.

Scope and Scale

In the Province of Buenos Aires, the municipal government of Quilmes reported that approximately 4,000 families (20,000 people) were affected by the floods, out of a total of 221,850 households within the municipality. The majority of those affected reside in neighborhoods situated along the riverbanks, such as La Madera, El Tala, Villa La Florida, La Paz, Bernal Oeste, Kolynos, La Cañada, Santa Lucía, and San Francisco Solano. In some of these areas, rainfall exceeded 130 mm, resulting in street flooding and overflowing streams. As a consequence, residents reported the loss of personal belongings and household items, including mattresses, clothing, and bedding. The floods caused water to enter homes, trees and light poles to topple, vehicles to be displaced, and power lines to be severed (1).

In the Province of Neuquén, initial reports indicate that the recent emergency has resulted in more than 3,600 families affected (18,000 people). The widespread damage extends to approximately 20 localities scattered across 6 departments, encompassing an area of approximately 12,000 square kilometers. As a result, the effects have directly and indirectly affected various populations, including those residing in urban areas, peri-urban regions (including informal settlements), as well as rural communities located in isolated areas and settlements nestled in the foothills of the Andes (2).

Efforts to initiate recovery work have commenced in certain localities impacted by the river floods. Many houses remain covered in mud, presenting challenges in the cleaning process. Currently, the departments most affected by the floods include Chos Malal, Centenario, Neuquén, Sauzal Bonito, Vista Alegre, Butalón Norte, Los Guafacos,



Manzano Amargo, Pichi Neuquén, Buta Raquil, Quili Malal, among others. The provincial government estimates that the restoration of the affected areas will span approximately 5 months and require an investment of over 2,500 million Argentine pesos.

In terms of infrastructure, the emergency generated by floods have resulted in significant losses and damages, affecting not only residential properties but also road infrastructure. Over 15 national and provincial routes have been severed, rendering bridges and rural roads impassable. Furthermore, the provision of electricity generation and distribution services has been disrupted or limited, along with challenges in accessing drinking water (with 10 localities still awaiting service restoration) and the availability of natural and bottled gas. Partial damages have also been reported for homes and livelihoods, including farm animals intended for both commercialization and family consumption, as well as agricultural tools.

Finally, according to the National Meteorological Service (SMN), above normal rainfall is expected for the July, August and September quarter in the affected area and its surroundings. As for the El Niño-Southern Oscillation (ENSO) phenomenon, Argentina is currently in a neutral phase. However, according to the latest forecasts, a moderate to strong "El Niño" impact is expected in the coming months.

Sources:

(1) https://www.clarin.com/sociedad/diluvio-calles-inundadas-ciudad-gran-buenos-aires-siguen-lluvias_0_L3bU9vZ8GU.html

(2) https://docs.google.com/spreadsheets/d/1z_AQigZXJR_rNVxrmSXMFed2xnOO4_3h/edit#gid=978108272

Summary of changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	Yes
Is this a request for a second allocation	Yes
Has the forecasted event materialize?	Yes

Please explain the summary of changes and justification

On 6 June, the Argentine Red Cross (ARC) launched this DREF Operation with the aim of addressing the humanitarian consequences arising from the floods in the Province of Buenos Aires.

The gravity of the situation has been intensified by heavy rainfall occurring in the last week of June within the Province of Neuquén. As a result, streams have overflowed, streets and roads have been submerged, homes have been inundated, and there have been power outages and disruptions in the water supply across several municipalities of this province.

Consequently, the Argentine Red Cross has revised its DREF Action Plan with the objective of extending the timeframe of the operation, expanding the geographic location and requesting a second allocation to assist a total of 5,000 people (1,000 families) affected by floods. Of this, 2,500 people (500 families) are being assisted in



the Province of Buenos Aires, while an additional 2,500 people (500 families) will be assisted in the Province of Neuquen.

Through this Operations Update No. 1, the Argentine Red Cross aims to inform about:

- A timeframe extension of two additional months, for a total of five months (new end date: 30 November 2023).
- A geographic extension to include the Province of Neuquén.
- A budget increase that includes a second allocation of CHF 151,491 for a total DREF budget of CHF 269,978.

Current National Society Actions

National Society EOC	The Secretariat of Emergencies of the Argentine Red Cross has implemented the response mechanisms in accordance with its National Plan. It has developed meetings with the different technical and support areas of the National Society to coordinate actions. In addition, in response to the alerts issued by the Early Warning System (EWS) of the National Meteorological Service, the procedures of the National Risk, Emergency and Disaster Monitoring Team (ENMO) have been activated, which has enabled the generation of products such as maps of affectation, risk analysis reports and situation reports, among others.
Shelter, Housing And Settlements	In Neuquén, the Argentine Red Cross deployed technical teams composed of staff from Headquarters and experienced and trained volunteers, including the National Intervention Team. These teams are carrying out impact assessments and supporting actions and activities in evacuation centers. Support is also being provided in assessing shelter needs in the affected areas. In addition to technical assessments, various relief items, such as warm blankets and tools, have been mobilized to address the most urgent needs.
Health	In Buenos Aires, first aid technical teams were deployed to provide medical assistance, both in evacuation centers and in rapid assessments and distribution of humanitarian aid. In addition, the National Society's health technical teams supported field staff in disseminating key messages and training teams to respond to urgent situations and prevent diseases related to this type of event. Within the initial 48 hours of the emergency, efforts were focused on addressing psychosocial support and organizing recreational activities for children in the Evacuee Centers. State health teams were also present to offer immediate medical assistance and first aid. During field visits, there were frequent requests from the population for blood pressure monitoring and minor medical care. In Quilmes, volunteers mobilized first aid teams to one of the Evacuation Centers to provide assistance to those who require it; additionally, first aid teams are mobilized in each assessment for any eventuality that may arise. The Secretary of Health of the municipality has requested support for the actions they carry out; additionally, the Argentine Red Cross continues carrying out its own rapid assessments.



Water, Sanitation And Hygiene	In Quilmes, a specific assessment is being carried out in the water sector, while teams deployed in Neuquén are closely monitoring the situation related to access to safe water sources. Several kits have been distributed in Quilmes, focusing on hygiene and cleanliness, and the distribution of kits related to access to safe water is currently underway in Neuquén (120 hygiene and cleaning KITS and 120 water purification filters were delivered).
National Society Readiness	The Argentine Red Cross is governed by an updated law that recognizes its auxiliary role to the public authorities and guarantees the fundamental principles of neutrality, impartiality and independence, which are recognized and supported by the State. In addition, the National Society is part of the National System of Integral Risk Management and Civil Protection of the Republic and of the National Council for Integral Risk Management. To face disasters, the Argentine Red Cross has an organizational structure and a strategy established in its National Response Plan, which allows it to mobilize the necessary resources to address the humanitarian needs generated by ongoing events. In addition, the National Society's Humanitarian HUB deploys daily its activities in support of ongoing operations. More than 800 volunteers, together with the organization's staff, have been trained to respond to these types of situations in the affected areas. In addition, a full accountability structure is in place to ensure the transparent management of operational resources. The Argentine Red Cross has a structure and a disaster response strategy, through its National Emergency and Disaster Response Plan, which allows the necessary efforts for the development of any response and early recovery operation. The Humanitarian Hub of the Argentine Red Cross is on standby since the start of the emergency and has immediate capacity for the most necessary distributions.
Assessment	The Argentine Red Cross National Response Plan establishes a series of mechanisms for communication, evaluation and reporting. The National Monitoring Team, the Risk Management Directorate and the Emergency and Disaster Response Directorate work together to monitor the hydrometeorological situation of the affected basins and areas. They are also in charge of preparing and updating daily situation reports, supporting the technical teams in damage assessments and needs analysis, and providing specific follow-up through the PMER mechanisms available. In Buenos Aires, the provincial branch conducted rapid evaluations of the affected areas in order to contrast with official data, secondary data and validate the levels of affectation. At present, in the Province of Neuquén, given the evolution of the emergency, a technical assessment team is deployed where it contributes in the field to complement the impact assessments and identify possible future events in the region.
	The Argentine Red Cross maintains close communication and contact with provincial and local authorities of both the Province of Buenos Aires and the Province of Neuquén. In its role as auxiliary of the public authorities, as established in the Argentine Red Cross national law (27.547), several joint



Coordination	actions are articulated and coordinated. In addition, the Argentine Red Cross maintains a close relationship with the Secretariat of Federal Articulation, which depends on the National Ministry of Security. Specifically, it works in collaboration with the National System for Integral Risk Management (SINAGIR, for its acronym in Spanish). Likewise, activities related to the Coordination of Damage Assessment and Needs Analysis are carried out through CEA mechanisms in the communities of the intervention areas. In addition, fluid communication is maintained with local agencies and organizations, such as Volunteer Firefighters, Development Commissions, and the CADENA Foundation, among others, thus strengthening collaboration and coordination with local stakeholders.
Resource Mobilization	The Argentine Red Cross has implemented all its response mechanisms in accordance with its National Response Plan since the beginning of the operation in Quilmes. This includes the activation of its national teams, such as the National Monitoring Team, the National Intervention Team, the Risk Management Coordinators Network, as well as other technical and support teams. These teams are carrying out various activities with the aim of providing a comprehensive response. In addition, the Argentine Red Cross has a Humanitarian Hub that has been activated and is carrying out continuous support activities for ongoing operations. This Hub has its own stock of supplies and can also access the stock of the International Federation of Red Cross and Red Crescent Societies for humanitarian response situations.
Activation Of Contingency Plans	The Argentine Red Cross has an updated and currently activated National Disaster Response Plan to face the different events that take place in the country. The National Society's Emergency Secretariat leads the processes related to the response, coordinating with all areas of the Headquarters and the Territorial Network of Branches to carry out the necessary actions.

Movement Partners Actions Related To The Current Event

IFRC	The International Federation of Red Cross and Red Crescent Societies (IFRC) has a Country Cluster Delegation (CCD) office in Argentina to support and assist the Southern Cone countries, which has maintained close contact and coordination with the Argentine Red Cross 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 through the CCD for the Southern Cone for the development of the DREF Application as well as the development of the Operations Update. From the moment the government made the formal request for support to the Argentine Red Cross, the National Society's Head Office has been in contact with the Delegation for the Southern Cone Countries Group, carrying out the necessary steps for this Operations Update.
-------------	--



ICRC	The International Committee of the Red Cross (ICRC) 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 situations of violence and crisis contexts and to provide Restoring Family Links (RFL) services. So far, the ICRC has been in contact with the CCD for the Southern Cone but has not provided specific support for this emergency.
Participating National Societies	There are no Participating National Societies (PNS) involved in the operation.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Buenos Aires The Municipal Government, under the coordination of the local Executive and the Undersecretariat of Emergencies and Civil Protection, quickly activated all local response mechanisms. The various municipal areas were involved in the cleaning of drains, the opening of four evacuation centers to house approximately 140 people and to provide support in evacuation tasks, among other actions. Once the response phase was completed, activities of survey, evaluation and assistance to the most affected families began, including the distribution of necessities such as mattresses and blankets. The Provincial Directorate of Civil Defense of the Province of Buenos Aires established an operational base in "Puente 12" to continuously monitor the events. Neuquén: The Secretariat of Federal Security Articulation, under the National Ministry of Security, maintains constant communication and close coordination with the federal forces, especially the Gendarmerie and the Argentine Army, which have a significant presence in the province. These forces focus on the control, monitoring and clearing of roads, evacuation of people and distribution of humanitarian aid, among other tasks. They are constantly monitoring the region and are available to provide support to the provincial authorities. In the Province of Neuquén, all response mechanisms have been activated, with the participation of the different provincial ministries. The Provincial Civil Defense, the Ministry of Security and the Secretariat of Human Development are playing a fundamental role, including the carrying out of needs surveys. The different affected departments are working through their departmental structures, with the support in some cases of the province. In addition to direct assistance to families and evacuations, priority is given to the reestablishment or replacement of water, electricity, and gas services. Likewise, work is being carried out on the hydrological regulation of the basins involved.
	Buenos Aires Local organizations have been involved in the response and recovery efforts.

UN or other actors

However, the presence of other organizations in the area has not been recorded. The Quilmes Volunteer Firefighters have played an important role in the emergency response, working in collaboration with the local Civil Protection.

Neuquén

Volunteer Firefighters from different regions, grouped in the Neuquén Federation of Volunteer Firefighters, are deployed in their respective jurisdictions performing various tasks. In addition, local grassroots organizations and several unions have joined in to collaborate in the collection of donations and provide support to the most affected families, providing items such as warm clothes, mattresses, water, bottled gas, among others.

Are there major coordination mechanisms in place?

The Argentine Red Cross, through the Secretariat of Emergencies and Disasters, works in direct coordination with national, provincial, and municipal authorities, participating in different coordination spaces.

Although there are no permanent working spaces or tables, it maintains constant communication with several local headquarters of the volunteer firefighters and is also in contact with the CADENA Foundation and other institutions within the framework of the emergency response, and there is good inter-institutional contact and coordination.



Needs (Gaps) Identified



Shelter Housing And Settlements

Province of Buenos Aires:

The municipal government reported that around 4,000 families (representing approximately 20,000 people) have been affected by the heavy rains and the overflowing of the Piedras, Santo Domingo and San Francisco streams. Although there was no direct damage to infrastructure, such as blown roofs or total destruction of houses, the water ingress caused the loss of essential items for the affected families, such as refrigerators, furniture, clothing and documentation.

Due to the sudden nature of the floods, it was necessary to open four Evacuation Centers that housed about 140 people (28 families). These centers were established in the Community Integration Centers (CIC) and a Sports Center in the western area of the municipality, specifically in the Solano Neighborhood Sports Center, CIC - Santa María, CIC - La Paz and CIC - Santo Domingo. Currently, all these accommodation centers have been closed and the Argentine Red Cross, in collaboration with the Municipal Government, has completed detailed assessments of the accommodation needs.

For its part, the municipality has delivered items such as mattresses and blankets to meet these needs. As people return to their homes, they have faced difficulties due to the condition of the houses after the water receded. Mainly, the houses need to be cleaned, including the removal of remaining water, mud and the disinfection of household items that were in contact with contaminated water.

The Social Development area of the Municipality is providing direct assistance to address these needs, with the support of the local Civil Defense. People from the community, who were not directly affected, have been collaborating in replacing the items lost by the affected families. In addition, the national government announced an increase in social plans for people affected by the flood. Currently, no new urgent needs specific to this sector have been identified.

Province of Neuquén:

Storms have caused an increase in river flows, reaching levels that had not been recorded in more than 10 years, according to reports. As a result of these events, around 18,000 people are estimated to have been affected in different areas of the province. The floods were spreading downstream, affecting communities distributed over an area of approximately 12,000 km², with route distances of up to 450 km, and even reaching the Province of Río Negro.

Initially, at least 8 communities found themselves completely cut off from surrounding areas due to the condition of access roads. Some of these communities essentially turned into isolated islands, with a single bridge serving as the only access point, but even that bridge was completely submerged underwater. Over 400 families were evacuated or chose to self-evacuate, seeking refuge in the homes of relatives and acquaintances. For some neighborhoods, returning to their homes has proven challenging due to the state of the houses. The floods brought a significant amount of sediment and mud, leaving the houses in poor condition. Furthermore, many of these homes had unsafe electrical connections that were subsequently severed by the municipality as a precautionary measure.

The rapid assessments conducted by the Argentine Red Cross have revealed that the primary requirement is the removal of mud and sediment left behind by the floods, as they carried a substantial amount of debris. It is crucial to provide families with the necessary tools to address this task effectively. Although there have been a few isolated cases, overall, there haven't been reports of complete home losses or significant damage to the infrastructure. However, there has been a notable impact on the fundamental structural elements of homes, primarily due to the influx of water accompanied by mud.





Water, Sanitation And Hygiene

Province of Buenos Aires:

During the first 48 hours of the emergency, flooding caused interruptions in drinking water service due to disruptions in the power supply and minor problems at several water treatment plants. Once the water level dropped and electrical service was restored, water distribution in the network returned to normal. However, some families are still experiencing problems with their usual sources of water supply, requiring specific intervention for a small number of families, with the aim of providing support until they can fully recover their usual water use.

The most affected area is crossed by three streams: Piedras, Santo Domingo and San Francisco. Although these streams do not present high levels of contamination, the accumulation of garbage in their beds remains a concern. Although clean-up processes are underway in all the watersheds, they will take time to complete. In some cases, vulnerable families use water from these streams for their daily activities.

In terms of sanitation and hygiene promotion, most families have completed the cleaning and hygiene stage of their homes. Although more than 4,000 households were directly and indirectly affected across 12 neighborhoods, two neighborhoods (Bernal Oeste and La Matera) continue facing challenges for early recovery, affecting around 500 families.

The municipality has been distributing water bottles and chlorine tablets for household water treatment since the event. In most of both neighborhoods, access to water is through the public network, but irregular connections and clandestine wells are common. For this reason and considering that in the areas where service has been reestablished there are still levels of turbidity in the water, it is necessary to distribute family filters as a complement to the municipality's chlorination strategy. At the same time, it is essential to develop, in parallel, community and educational activities that emphasize hygiene promotion, safe water storage, adequate water treatment and hygienic consumption practices.

Province of Neuquén:

As a result of the recent flooding, the drinking water and sanitation service infrastructure, together with the road infrastructure, suffered the greatest damage. Due to the high turbidity of the water, the drinking water treatment plants, which are under the regulation of the provincial authorities, are unable to achieve proper potabilization, which has reduced by 30% the amount of water that can be distributed through the public network from the filtering wells. Approximately 20 localities are experiencing difficulties with the distribution of drinking water service, and some areas are completely without service. Families are able to access the rivers, but due to flooding and rainfall, this water is not safe for consumption, and there is a need for a domestic water purification system.

To address this situation, a rationalization of the water supply to the population has been implemented, which has implied restrictions in some schedules for domestic service, while cistern levels are being restored. Currently, the municipalities are providing water through trucks and/or jerry cans, depending on the area. In addition, water is being collected in some parts of the province to supply families who do not have the service. In this regard, it has been identified that at least 500 families continue to experience problems in the supply of drinking water. The need for cleaning and hygiene supplies for these communities has also been recognized.



Health

Province of Buenos Aires:

Both the Argentine Red Cross and the local government identified, through rapid and detailed assessments, the need to strengthen the promotion and prevention of emerging diseases associated with the floods, as well as



the early detection of health situations for early containment. The main concerns are focused on gastrointestinal diseases, vector-borne diseases and respiratory and skin diseases.

The Health Secretariat of the Municipality is conducting tours of the affected areas to expand assessments and referral to Community Integrating Centers or Health Centers for proper evaluations and possible treatment. For this purpose, the support of the Argentine Red Cross has been requested. In addition, the characteristics of the event, aggravated by the pre-existing conditions of stream contamination, pose an epidemiological risk scenario in relation to vector-borne diseases, diseases related to contact or consumption of unsafe water and increased seasonal diseases. Therefore, specific assessments will be carried out in terms of water, sanitation and hygiene, as well as health conditions of the affected people.

For this operation, all teams mobilized for the different activities have specific training and the basic first aid elements necessary to carry out their work. Throughout the operation, the teams are available to provide care in first aid situations that may arise.

In coordination with the Municipal Health Secretariat, emphasis has been placed on vector-borne diseases such as dengue, zika and chikungunya, as well as seasonal diseases that, in combination with the event, may increase the population's exposure. Especially in neighborhoods located near streams, respiratory diseases such as bronchitis, asthma and flu are recorded during this time of the year.

Province of Neuquén:

The affected municipalities are working in collaboration with the Provincial Secretariat of Human Development, which is in charge of carrying out damage and needs surveys, in coordination with the public health system. In the town of Los Gualiños, where the flooding of the river caused the total destruction of the access bridge, the provincial government sent medicines and food in a helicopter for the inhabitants. Hospitals in the area are operating without problems and people have access to services as long as roads are not flooded.

Given the characteristics and suddenness of the event and the magnitude of the losses suffered, there is a clear need to continue providing psychosocial support and psychological first aid to those affected by the emergency. Many families, older adults, children and adolescents continue to need psychosocial support that specifically addresses the issues of loss and grief for early recovery and prevention of further psychological disorders. Especially since during the month of July, in the winter vacation season, safe spaces such as schools are closed.

Given the actions carried out by Human Development and the possible risks derived from the floods, such as contamination and gastrointestinal and respiratory diseases, in addition to the winter weather conditions it is necessary to promote health promotion actions to reduce the number of possible subsequent affectations. Consideration should also be given to the elderly population living in rural areas or areas far from health care centers and hospitals.



Livelihoods And Basic Needs

Province of Buenos Aires:

During the rapid and comprehensive assessments conducted during the emergency, previous situations related to the vulnerability of the affected communities in terms of livelihoods were identified. However, during the floods, the communities were able to protect their main assets thanks to the early warning systems and prevention measures taken.

Province of Neuquén:

Fruit production is an important activity in the area, especially in the Alto Valle, where the Neuquén and Limay rivers converge. This region specializes in growing apples, pears, peaches, plums, walnuts, and cherries. In the



colder areas, strawberries, raspberries, and other delicate fruits are grown. As for livestock, sheep farming is predominant, and goats are mainly concentrated in the center and north of the province. In addition, throughout the region there is abundant production of farm animals for sale and family consumption.

The floods have had a significant impact on community livelihoods. There has been loss of farm animals, damage to corrals, orchards, and tools, which has affected both local commerce and community development. Government authorities are working to provide targeted responses in this area to mitigate the consequences of the floods.

Any identified gaps/limitations in the assessment

The main limitation that has been identified during the exchange of information between the Argentine Red Cross and the different municipal, provincial and national governments is to be able to contrast the quantification of affected houses. Consequently, the National Society is carrying out a multisectoral assessment and a survey of families, which, once completed, can be used by all the actors involved to manage the same information and guarantee the relevance and quality of the services provided to the affected communities and people.

Operational Strategy

Overall objective of the operation

Through this DREF Application, the Argentine Red Cross aims to provide humanitarian assistance to families affected by the floods in the Provinces of Buenos Aires and Neuquén. The National Society aims to assist a total of 5,000 people (1,000 families) who have been directly affected by the floods through the implementation of activities under shelter, health, water, sanitation and hygiene promotion.

A total of 2,500 people (500 families) will be assisted in the Province of Buenos Aires, while 2,500 people (500 families) will be assisted in the Province of Neuquén.

Operation strategy rationale

The Argentine Red Cross, through its National Monitoring Team, carries out continuous monitoring and situational analysis of emergency situations 24 hours a day. This includes projections of possible impacts based on river flooding and hydro meteorological events, and activating further response actions as needed.

Furthermore, the National Society is actively conducting rapid assessments in all intervention areas. These assessments serve to supplement official information provided by government agencies and secondary sources, aiding in the development of this DREF Application. As part of this intervention, detailed multi-sectoral needs assessments have been carried out, ensuring the collection of high-quality information to guide relevant and effective actions. To date, a total of 120 families have been surveyed in Neuquén, and the National Society continues to gather primary information by conducting Kobo surveys among affected families. Concurrently, multiple teams are deployed in the field to ensure a comprehensive response that addresses the most pressing humanitarian needs of affected individuals and communities, bridging any identified gaps.

Summary of intervention:

Shelter:

Rapid assessments have been instrumental in defining the operational strategy. In Neuquén, unlike Quilmes, due to



the characteristics of the areas where the communities are settled, it has been essential for the families to quickly have tools to remove water and clean mud from their homes. For this reason, and because the government is assisting the affected people through the increase of social plans, it has been determined the distribution of a shelter tool kit for a quick response. Once the families manage to remove the mud, they will be able to start with the process of replacement or cleaning of household goods. Priority will be given to 500 families who have suffered severe damage to their homes or total loss of their property.

As a result, 2,500 people (500 families) will be assisted as follows:

Neuquén:

- Procurement and distribution of 1x Shelter Tool Kit + 2x tarpaulins per family reaching 500 families.
- Procurement and distribution of blankets (5 per family) reaching 500 families.

Health:

Assessments will be carried out to identify the specific needs of this sector as part of the ongoing multi-sectoral assessment. During the process of returning people to their homes and in all activities carried out by the Argentine Red Cross, first aid assistance will be provided in the affected areas. In addition, first aid kits will be delivered in community spaces aimed at the provision of first aid during the ongoing emergency. Health promotion and emerging disease prevention activities will also be developed.

As a result, 5,000 people (1,000 families) will be assisted as follows:

Quilmes:

- Distribution of first aid kits to 8 community centers.
- Conduct health promotion activities for 2,500 people (500 families).
- Provide first aid assistance during the whole operation (at least 200 attentions provided).

Neuquén:

- Distribution of first aid kits to 6 community centers.
- Conduct health promotion activities for 2,500 people (500 families).
- Provide first aid assistance during the whole operation (at least 200 attentions provided).

Water, Sanitation and Hygiene:

An evaluation will be carried out as part of the ongoing multi sectoral evaluation. In addition, a report will be issued on the availability and quality of water for families in the municipality of Quilmes and Neuquén, in order to provide accurate information on this vital resource. Hygiene promotion activities will be implemented, focusing on the dissemination of healthy habits. These activities will cover topics such as hand washing, household hygiene, food hygiene and safety, as well as water treatment and safe storage measures. Water filters and 10-liter collapsible water jerry cans will be distributed for good water maintenance along with hygiene and cleaning kits for the return home of affected families.

As a result 5,000 people (1,000 families) will be assisted as follows:

Quilmes:

- Procurement and distribution of 1x hygiene and 1x cleaning kits per family reaching 500 families.
- Procurement and distribution of 1x water purification filters per family reaching 250 families.
- Conduct hygiene promotion activities for 2,500 people (500 families).

Neuquén:

- Procurement and distribution of 1x hygiene and 1x cleaning kits per family reaching 500 families.
- Procurement and distribution of 1x water filters per family reaching 500 families.
- Procurement and distribution of jerrycans per family reaching 500 families.
- Conduct hygiene promotion activities for 2,500 people (500 families).



CEA:

The National Society is committed to prioritizing the Community Engagement and Accountability (CEA) approach in all its activities. This approach is integrated into all areas of work and is continuously monitored and advised by the National Society's National Communication Directorate.

Within the early response and recovery strategy, priority activities have been established that encourage active community participation at all stages of the operation. During rapid and detailed assessments, as well as in the distribution of humanitarian aid, the participation of the communities will be sought through interviews to obtain their opinion on the usefulness of the aid and to gather proposals for improvement.

Likewise, feedback mechanisms will be implemented, such as satisfaction surveys, with the aim of strengthening the National Society's future interventions. Audiovisual recording will also be carried out with special emphasis on the collection of testimonies from the people assisted, to provide a dynamic and sensitive accountability to the community. These actions will ensure that interventions are effective, relevant, and respectful of the needs and perspectives of the people affected by the emergency.

The Argentine Red Cross Humanitarian Observatory will support the design, implementation, and review of methodological research tools, mainly on the impact on social networks. Surveys for detailed evaluations will be implemented through Kobo Collect and then analyzed to generate information inputs to promote and improve evidence-based humanitarian action.

Targeting Strategy

Who will be targeted through this operation?

Province of Buenos Aires:

This operation is focusing on assisting 2,500 people (500 families) who have been directly affected by the floods through the implementation of health, water, sanitation, and hygiene promotion activities. In agreement and coordination with the governmental agencies of the municipality, the National Society's response in this operation will be carried out mainly in the La Matera and Bernal Oeste neighborhoods, which are reported by the governmental agencies as the most affected areas.

Province of Neuquén:

This operation will focus on assisting 2,500 people (500 families) who have been directly affected by the floods through the implementation of shelter, health promotion, water, sanitation, and hygiene activities. In agreement and coordination with the governmental agencies of different municipalities and of the Province of Neuquén, the National Society's response in this operation will be carried out in the north of Neuquén, mainly in the department of Chos Malal, and in areas close to the capital of the province, but it is not ruled out -given the ongoing development of the events - to reach other departments.

Explain the selection criteria for the targeted population

The selection criteria to be taken into account for the selection of persons to be assisted are as follows:

- Families whose homes have suffered considerable damage or destruction of personal property belongings.
- Families with at least one member who has a pre-existing health condition and that the conditions generated by the flood are unfavorable to their health.
- Families with at least one member under 5 years of age, or persons over 60 years of age, pregnant women and/or persons with disabilities.
- Families that have been directly affected by the flooding.
- Families isolated by the interruption of roads due to the flooding of rivers.
- Complementing work with various organizations that provide response and support early recovery on the ground.
- Families displaced by floods



The specific needs of all population groups will be considered, with differentiation by age, gender, disability and additional differential needs and requirements.

Total Targeted Population

Women:	2,550	Rural %	Urban %
Girls (under 18):	-	60.00 %	40.00 %
Men:	2,450	People with disabilities (estimated %)	
Boys (under 18):	-	2.00 %	
Total targeted population:	5,000		

Risk and security considerations

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

Risk	Mitigation action
Challenge to contrast the quantification of affected homes between the Red Cross and the municipality of Quilmes.	A multi-sectoral assessment will be carried out and then cross-checked with the data of the municipality.
Inflation and the political situation in the country may have an impact on security measures for field staff or distribution.	Monitoring of the foreign exchange market and the policies and regulations established by the national government.
Delays in the receipt of humanitarian aid items	Immediate involvement of Logistics in the strategy for the purchase/transfer of supplies in order to comply with the established operational deadlines.
New rains or storms that hinder operational logistics.	Follow-up of activities from the Secretariat of Emergencies through its National Monitoring Team, contemplating potential immediate actions to be taken.
Limited access to new impact data and pre-existing conditions.	Strengthen the link with government agencies by establishing effective communication channels. Cross-checking the information collected with data from secondary sources.

Please indicate any security and safety concerns for this operation

As for the main safety issues that may occur during the operation, it is worth mentioning possible injuries while helping in the affected areas. For this purpose, volunteers will be provided with insurance and the necessary safety equipment to carry out the activities.



Planned Intervention

	Water, Sanitation And Hygiene	Budget	CHF 107,405
		Targeted Persons	5000
Indicators	Target	Actual	
# of 10-liter jerrycans distributed	1000	0	
# of families reached with hygiene and cleaning kits	1000	500	
# of families reached with water filters for safe water consumption	750	0	
# people reached with Hygiene promotion activities.	5000	1000	
Progress Towards Outcome			
In Quilmes, 500 family hygiene kits and 500 family cleaning kits have been distributed, using part of the National Society's stock. Likewise, 3 awareness days were held in Bernal Oeste on safe water and hygiene promotion, where 626 people were reached. Finally, WASH technical teams from the head office took water samples in 4 places in the affected area, the results of which are still pending processing.			

	Shelter Housing And Settlements	Budget		CHF 59,321
		Targeted Persons		2500
Indicators		Target	Actual	
# of families reached with shelter tool kits		500	0	
# of families reached with tarpaulins		500	0	
# of families reached with blankets		500	0	
Progress Towards Outcome				

So far, coordination calls have been made with the logistics unit in Panama. Stock reviews were carried out to verify availability and price quotations for shipments and shipping delays. The Argentine Red Cross will deliver stock at the Humanitarian Hub in Argentina during the first month of the operations update.

	Community Engagement And Accountability	Budget	CHF 4,793
		Targeted Persons	5000
Indicators	Target	Actual	
Number of people that participated in the needs assessment and in the prioritization of actions for a safe "return home"	4000	0	
% of people satisfied with receiving distributions in good quality and with dignity	90	5	
Number of people reached through the dissemination of information and key messages	5000	1550	

Progress Towards Outcome

The activities carried out to date include the dissemination of information and key messages (information on the use of kits). Ongoing consultations were held with the community regarding the kit distribution strategy and identification of basic needs. Workshops were held for volunteers on CEA, and all inductions for field personnel included briefings related to CEA, in addition to providing the National Society's CEA manual. An e-mail address and telephone number were set up as a means of permanent consultation and contact between the community and the Argentine Red Cross.

	Secretariat Services	Budget	CHF 11,875
		Targeted Persons	0
Indicators	Target	Actual	
# of field monitoring visits conducted	3	1	
# of surge personnel deployments	1	0	

Progress Towards Outcome

To date, follow-up meetings have been held with a field visit by the Program and Operations Coordinator.

		Budget	CHF 73,166
		Targeted Persons	0

	National Society Strengthening	
Indicators	Target	Actual
# of lessons learned workshops conducted	1	0
# of volunteers receiving personal protective clothing and gear	230	211

Progress Towards Outcome

In Quilmes, personal protection equipment and visibility items have been distributed to 211 volunteers from 17 branches who have participated and will continue to participate in the various actions of the operation.

In addition, two training processes have been developed with personnel and volunteers:

- (i) A workshop on health in emergencies with participation of 75 volunteers from 12 branches.
- (ii) A workshop on SMAPS - mental health and psychological first aid with participation of 38 volunteers from 9 branches and headquarters.

Originally, the mobilization of 90 volunteers was considered in Quilmes, but in order to advance quickly in the distributions, this number was complemented with the participation of volunteers from different Branches of the AMBA, increasing to more than 120 people and more than 250 volunteer participations, so far in the operation.

	Health	Budget	CHF 13,419
		Targeted Persons	5000
Indicators	Target	Actual	
# of first aid assistance services provided	400	52	
# of community centers receiving first aid kits	14	0	
# people reached with health promotion activities	5000	1000	

Progress Towards Outcome

In Quilmes, direct first aid assistance has been provided to 12 people, and preventively more than 40 blood pressure controls were carried out, the most common assistance is the control of vital signs and wound healing, and the administrative requirements for the purchase of community first aid kits have been started.

At the moment, a total of 8 first-aid kits have been distributed to the Quilmes Branch so that volunteers and the different teams that participate in any community activity may have the minimum equipment for a first response.

Also, evacuee centers and community centers were identified for the distribution of first-aid kits that include



minimum and basic elements to provide a first response, among them: gauze, gloves, bandages, tape, thermometer, blood pressure cuff, oximeter, scissors, among other elements.



About Support Services

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

The Argentine Red Cross has developed a National Response Plan that establishes the procedures and phases of alert and mobilization in general. It has a wide network of volunteers, exceeding 6,000 in total, with a notable concentration in the Metropolitan Area of Buenos Aires (AMBA). During the last 3 years, more than 500 volunteers have been trained in emergency response and health promotion in this region of the country.

To carry out the different activities, at least 230 volunteers will be deployed in the field, in addition to the Headquarters staff that will support the operations. Depending on the operational needs and the context of the situation, human resources will be mobilized for early recovery efforts. In particular, the National Intervention Team (NIT) will deploy its technical volunteers to provide field coordination support with the local branch. This team has 12 active members.

The Neuquén branch has about 40 volunteers to carry out the operation's activities. It is expected that volunteers from the central branches will need to be deployed to support them and to achieve a volunteer rotation system during the four months. It is estimated that at least 80 volunteers will be deployed for a maximum of one-week rotations. These deployments will be of at least five volunteers and they will be available all week to carry out the organized activities.

The National Society has its own insurance for volunteers, which is mandatory for all volunteers and personnel participating in the activities of the Argentine Red Cross.

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

Yes, the support of a PMER officer is planned to assist in the closing of the operation, including support in the development of the lessons learned workshop and the preparation of the operation's final report.

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

Procurement will be carried out mainly by the National Society. The National Society follows the WPP processes of the International Federation of Red Cross and Red Crescent Societies (IFRC). The Under secretariat of Logistics and Systems of the Argentine Red Cross is responsible for the organization's National Procurement Area and has the capacity to procure locally available supplies. In addition, this area is in permanent contact with the IFRC's Logistics Unit.

The Argentine Red Cross is a leader in the region in terms of humanitarian logistics, with a Humanitarian Center located at Ezeiza International Airport (Buenos Aires). This center has hygiene and cleaning equipment and other relief items in stock for immediate dispatch. The National Society has inventory of all items at its distribution center, so they can be replenished as needed. Among the main logistical means available are:

- 15 4x4 vehicles
- 25 single-wheel drive vehicles
- 2 passenger transport units
- 3 cargo vans for cargo transportation
- 11 trailers for different purposes (toilets, kitchens, etc.).
- Unmanned aerial vehicles (UAV).

How will this operation be monitored?

The Secretariat of Emergencies and Disasters of the Argentine Red Cross will be responsible for the planning, monitoring, evaluation, and reporting of the operation. To carry out these tasks, they will be supported by a rapid response team that will collaborate in the development of a monitoring and follow-up plan. Weekly follow-up meetings will be held between the Argentine Red Cross delegation in the Southern Cone region and the National Society, using a monitoring tool. At the end of the operation, a lesson learned workshop will be held to compile



both good practices and areas requiring improvement for future operations. The final stage of the operation will be supported by the deployment of a PMER Officer.

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

The Argentine Red Cross has extensive experience in communication in emergency contexts, providing support to various National Societies in the region. For this purpose, it has a National Communication Department in charge of managing the National Society's social networks and establishing relations with the media.

To disseminate the National Society's humanitarian actions and strengthen the operation's actions, several activities will be carried out, including:

- Audiovisual recording of the main activities of the DREF operation.
- Review and, if necessary, design and printing of graphic material for workshops and activities related to health promotion, including specific Argentine Red Cross material on floods.
- Production and editing of audiovisual testimonials and accountability material.
- Design of a final accountability report of the operation to present to the community and strategic partners.
- Creation of a virtual resource (virtual folder) with audiovisual records of the operation.
- Review and development of key messages for volunteers in the field and guidelines for the implementation of the response strategy.
- Carrying out press activities to adequately disseminate the activities to different audiences, including the follow-up of press releases (subject to a situation analysis).

All these actions will be linked within the framework of the operation-specific CEA approach to strengthen community participation and accountability processes, always.

Contact Information

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

• **National Society contact:**

Cristian Bolado, Undersecretary for Emergencies and Disasters, cbolado@cruzroja.org.ar, +54 9 2215 86-0606

• **IFRC Appeal Manager:**

Daniel Bolaños, Head of Country Cluster Delegation, daniel.bolanos@ifrc.org, +54 9 11 3396-2819

• **IFRC Project Manager:**

Melina Miele, Coordinator, Programs and Operations, melina.miele@ifrc.org, +54 9 11 7831-3157

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

Melina Miele, Coordinator, Programs and Operations, melina.miele@ifrc.org, +54 9 11 7831-3157

• **Media Contact:** Santiago Ramayo, Communications Director, sramayo@cruzroja.org.ar, +54 9 11 4937-3134

[Click here for the reference](#)





DREF OPERATION

MDRAR019 - Argentine Red Cross Argentina: Floods - June 2023

Operating Budget

Planned Operations	184,937
Shelter and Basic Household Items	59,321
Livelihoods	0
Multi-purpose Cash	0
Health	13,419
Water, Sanitation & Hygiene	107,405
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	4,793
Environmental Sustainability	0
Enabling Approaches	85,040
Coordination and Partnerships	0
Secretariat Services	11,875
National Society Strengthening	73,166
TOTAL BUDGET	269,978

all amounts in Swiss Francs (CHF)