



First rapid evaluation by volunteers from the Valparaíso regional committee and team from the national risk management directorate. Viña Del Mar. Source: Chilean RC

Appeal: MDRCL017	Total DREF Allocation: CHF 496,982	Crisis Category: Yellow	Hazard: Fire
Glide Number: -	People Affected: 39,528 people	People Targeted: 9,885 people	People Assisted: 5,792 people
Event Onset: Sudden	Operation Start Date: 10-02-2024	Operational End Date: 30-06-2024	Total Operating Timeframe: 4 months
Targeted Areas: Valparaíso			

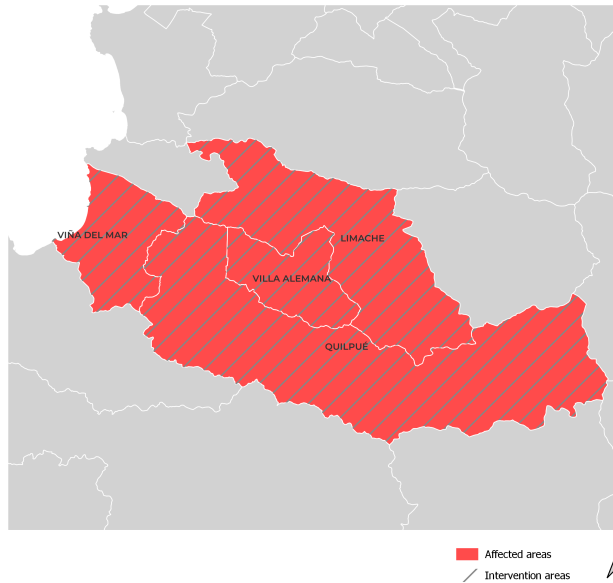
The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as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

Description of the Event

CHILE | Fires



Affected and Intervention Areas
Valparaíso Region



Date of production: 6 February 2024

The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Sources: Chilean Red Cross

Produced by IFRC Americas, HDCC, IM Team.

Map of areas affected and areas of intervention by the Chilean Red Cross. Source: Chilean RC | IFRC ARO IM Team

Date of event

02-02-2024

What happened, where and when?

Between February 2 and 3, 2024, a devastating fire swept through the communes of Valparaíso, Viña del Mar, Quilpué and Villa Alemana in the Valparaíso Region, consuming vast tracts of land and wreaking havoc in urban areas by destroying homes, and public service infrastructure such as electricity and drinking water, which had a negative impact on transportation and communications. On February 3, the national government of Chile decreed a state of catastrophe in the area, which remained in force until the end of the operation's activities. The most important fires occurred in Las Tablas - Peñuelas in Viña del Mar and Lo Moscoso in Quilpué, which devastated more than 15,224 hectares in total. The emergency has caused 135 deaths, affected 39,528 people and involved the evacuation of three nursing homes. In total, 14,823 homes were affected, according to official data from the national disaster prevention and response service (SENAPRED). In the provinces of Valparaíso and Marga Marga, interruptions were generated in transportation, communications, electricity and access to water, including the communes of Viña del Mar, Limache, Quilpué and Villa Alemana.





Delivery of CVA cards. June, 2024. Viña Del Mar. Source: External.



Social welfare volunteer carrying out recreational activities with girls from the Olivar sector. February, 2024, Viña del Mar. Source: External.

Scope and Scale

During the fires, a total of 9,215 hectares were burned in the V Region of Valparaíso, affecting urban, agricultural and forestry sectors in five communes: Valparaíso, Viña del Mar, Quilpué, Villa Alemana and Limache. In Viña del Mar, the fire devastated 45% of the grassland and shrub cover, as well as 10% of the built-up areas, resulting in an estimated total of 9,828 homes affected, considering 34% of the total area of Viña del Mar and 38% of the communal area of Valparaíso, demonstrating the magnitude of the disaster in these areas.

Damage to Critical Infrastructure

The level of damage to critical infrastructure was considerable, with 46.8% partial damage and 53.2% complete destruction. Among the affected structures are various industries, highlighting Tricolor and manufacturing companies that represent 29.8% of the total. Additionally, areas with public lighting (23.4%), public transport systems such as bus stops and train lines (6.4%), high-voltage pylons (4.3%), a school and a family health center (CESFAM), each representing 2.1% of the total, have also suffered significant damage.

Historical Background of Fires in the Zone

2013 - 2024

The main precedent of these fires occurred in 2017 in Valparaíso and is considered the largest urban fire in the history of the country. The fire left more than 2900 homes destroyed, 12,500 people affected, 15 fatalities and more than 500 injured, keeping the entire city, as well as Viña del Mar on red alert and was declared a "disaster zone". It should be noted that this event had repercussions in the center and south of the country, especially in the regions of Libertador Bernardo O'Higgins, Maule and Bio Bio due to the high temperatures.

This fire has as a precedent two other large-scale fires also registered in Valparaíso in February 2013 in Rodelillo and Placeres. In these cases, 185 homes were burned and 1200 people were affected. This was followed by a fire in Cerro Mariposas in April, which destroyed 35 homes.

Source Information

Source Name	Source Link
1. CIGIDEN - Damage Report: Fire Event February 02 and 03, 2024, Viña del Mar (Valparaíso Region)	https://www.cigiden.cl/informe-de-danos-evento-incendios-02-y-03-de-febrero-de-2024-vina-del-mar-region-de-valparaiso/

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	Coordination: The National Society worked in coordination with government authorities at the local, regional and national levels. At the national level, collaboration was carried out with



SENAPRED. At the regional level, the Chilean Red Cross integrated technical working groups such as the Committee for Disaster Risk Management (COGRID), of the Valparaíso region, an instance that allowed the needs to be visualized in the area. At the same time, there was a working instance with sectoral technical tables that included other civil society, humanitarian and response organizations: at the international level the International Organization for Migration (IOM), the UN Refugee Agency (UNHCR) and Children International; at the regional and local level, organizations such as Movidos por Chile, Red de Ayuda Humanitaria, and the Salvation Army

Resource Mobilization:

To support its actions, the Chilean Red Cross activated a fundraising campaign since February 3 and until the end of the operations, more than 300,000,000 million Chilean pesos have been raised, through its current account at Banco Estado, to collaborate directly with the community, taking into consideration supporting families who have not yet been participants in a new process. Among the donors are private donors, foundations, and banks.

Through the community, companies and organizations related to the humanitarian response, the following were mobilized:

- 1295 private donation kits: 580 hygiene kits and 715 food kits. 6125 families reached
- Through the APRO company, items were received, such as t-shirts, pants, parkas, overalls, sweatshirts, rain jackets, boots, work jackets, jeans, among others, which have been delivered to the different families. Also, items for cleaning wheelbarrows, shovels, rakes, brushes, garbage bags, goggles, work gloves, masks, distributed by the Viña del Mar Branch were received

Activation of Contingency Plans:

The Chilean Red Cross did not have updated national or contingency plans. However, it adapted the 2017 national emergency plan to the needs of the national society. The contingency plan supported the local needs resulting from the forest fire consisted of coordinating the actions of the national society to deliver a single response, considering all the aspects mentioned in the action plan for the operation. Within the evaluation activities, priority was given to immediate response areas and those that required more strategic attention together with basic procedures, mobilizing what was necessary to the area according to the capacity available to the regional committee.

National Society EOC:

The coordination of the emergency operation (EOC) was carried out centrally through the monitoring of the Headquarters team. In addition, two technical roundtables were held with the participation of technical areas of the National Society and government institutions, a Strategic Committee and a National Technical Committee.

These bodies made it possible to analyze the context and magnitude of the emergency, as well as to establish the National Response Plan and manage the actions of each organization and government service involved

Livelihoods and Basic Needs:

The Chilean Red Cross assisted the families with different items to cover the basic needs present in the area, mainly in kit format, such as hygiene, food, household hygiene, diapers for children, hydration for brigade members, and nutritious food bars. All this support was received in the collection centers activated by the National Society as part of the contributions of the communities to help the victims of the fires in the area

Education:

In this area, the Chilean Red Cross made an approach to the educational establishments after their reopening, considering that they were set up as shelters for the response, which is why communication was established to effectively carry out training in subjects that are of interest to the basic and secondary educational community of the schools in the sector

Migration:

The Chilean Red Cross established communication with the Migration Sectoral Table,



through the national RFL program, having a good coordination and management of future activities related to this area, and focusing on needs in the migrant population that had not received attention.

Multipurpose cash assistance:

The Chilean Red Cross implemented a cash transfer program with funds acquired by external donations and by a program established with USAID, to support 800 families in this area.

As part of the local impact, volunteers and their homes were affected. That is why the national president authorized support for 3 of the 6 affected volunteers in the area (the remaining 3 met the selection criteria for the direct delivery of cash by the DREF operation), providing standardized support with the same amount of \$400,000 for multipurpose use.

IFRC Network Actions Related To The Current Event

Secretariat	The International Federation of Red Cross and Red Crescent Societies (IFRC) has Country Cluster Delegation (CCD) in Argentina, whose function is to support and collaborate with the countries of the Southern Cone. This office has maintained close communication and coordination with the Chilean Red Cross and with the Disaster and Crisis Department of the IFRC Regional Office for the Americas, based in Panama. During the operation, constant communication has been maintained and technical assistance has been provided through the CCD for the Southern Cone, in order to facilitate the development of the IFRC's Disaster Response Reserve Fund (DREF) Action Plan. This has included the deployment of two staff members to support operational and financial tasks related to the preparation of the action plan, the launch of the operation and the monitoring of activities and their results
Participating National Societies	No PNS has been present in the country during the operation.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) has provided technical support to the Restoring Family Links (RFL) team, including guidance on how to assess and respond to the needs of families affected by the wildfires. The objective of the program has been to coordinate with the authorities to facilitate and support the clarification and whereabouts of missing persons, as well as to provide connectivity services so that families could re-establish and maintain contact. Coordination meetings were held with the National Society to manage it, and ICRC technical staff worked together to support its implementation

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Since the beginning of this emergency, a presidential delegate for the Valparaíso region was established, including a comprehensive action plan in collaboration with the Chilean Navy and Army, with the primary objective of safeguarding security and order throughout the province. This strategy has included a number of coordinated actions, such as:</p> <ul style="list-style-type: none"> • Strategic Meetings: Multiple coordination meetings have been held between the Presidential Delegation of Marga Marga, representatives of the Navy, the Army, the Carabineros de Chile and officials of the Municipality of Quilpué. These meetings have made it possible to establish effective strategies to address the emergency and plan short- and long-term actions.



- Intensive Patrols: The National Society's security team, in collaboration with the armed forces and local police, had carried out continuous patrols in the different sectors affected by the fires. These patrols aimed to detect and prevent possible risks, as well as to provide immediate support in case of emergency.
- Permanent Monitoring: A constant monitoring system was implemented to monitor the evolution of the situation. This monitoring included surveillance of vulnerable areas, early detection of possible fire outbreaks, and environmental and safety risk assessment.

UN or other actors

- The International Organization for Migration (IOM) provided support to the families in coordination with UN Chile, through the delivery of food, hygiene items, water canisters and tarpaulins to the authorities in the commune of Quilpué. In addition, it provided technical support for the evaluation of the needs of the affected population by managing the collection of territorial information.
- The office of the United Nations Resident Coordinator in Chile delivered donations and has been deployed on the ground to collaborate in the management of the emergency.
- UNICEF provided professionals to care for affected children and adolescents
- UNESCO offered technical support for the conservation and preservation of biosphere reserves.
- The governments of Mexico and Bolivia sent planes with humanitarian aid to deal with the consequences of the Valparaíso fires.
- The U.S. embassy in Chile donated equipment and safety elements for firefighters, and specialists who collaborated in the prevention, investigation and control of the emergency.
- The European Union collaborated with the emergency through the Emergency Management Satellite Service (Copernicus), in addition to offering specialized technical advice.
- The Development Bank of Latin America and the Caribbean (CAF), the Inter-American Development Bank (IDB), the UN Refugee Agency (UNHCR) and the government of South Korea provided economic aid for this emergency. These offers have been channeled by the Chilean Foreign Ministry and coordinated with SENAPRED and CONAF

Are there major coordination mechanism in place?

After the first alert issued by the National Early Warning Center and SENAPRED, COGRID was activated to coordinate government actions in the face of the emergency. The regional COGRIDs were also activated, led by the Presidential Delegates, with the participation of regional authorities, governors, Regional Directors of SENAPRED, Regional Ministerial Secretaries, military authorities, Carabineros Zone Chiefs and Fire Chiefs. At the communal level, the COGRIDs were led by the mayors of the affected communes, with the participation of the head of the communal risk management department, representatives of the Carabineros, Firefighters and some non-governmental organizations such as ADRA, the Red Cross and Movidos por Chile, among others

Needs (Gaps) Identified



Shelter Housing And Settlements

A cross-sectoral needs assessment of 1,359 households identified livelihood recovery and housing repair as the main priorities. These needs varied by community, but most families sought cash assistance or materials to repair their homes. Affected families, particularly the 14,823 who lost their homes and belongings, faced challenges in accessing state aid due to their homes being in invasion zones or their irregular status in Chile. The urgent needs for financial assistance and reconstruction materials were clear, as families struggled to rebuild their lives without sufficient support.



Health

The mental health impact on the affected population, their families, and community residents was profound, comparable to the aftermath of the 2010 earthquake. Material losses, widespread displacement, and increasing deaths severely affected the mental well-being of people in the Valparaíso Region, as well as staff and volunteers. Physically, the main health needs included burns, injuries from debris, eye problems from ash exposure, and respiratory issues from smoke inhalation. The number of affected individuals grew rapidly,



overwhelming health needs, although there was no major damage to the healthcare system, and hospitals managed to transfer critical patients to other centers. However, health risks such as gastrointestinal diseases, lung problems from smoke, and infections from debris handling remained a concern. This highlighted the importance of protecting both the affected population and those involved in the response efforts.



Water, Sanitation And Hygiene

Access to drinking water was severely impacted by the forest fires and scheduled water cuts by ESVAL to support firefighting efforts. This disrupted water availability for hygiene activities and consumption, exacerbated by the lack of public restrooms—some areas had only two for every 200 people. As a result, people resorted to creating makeshift restrooms with minimal sanitation standards. The loss of personal belongings also led to shortages of basic toiletries and feminine hygiene products. To prevent health issues, such as gastrointestinal infections, it was crucial to implement further measures, including hygiene education, promoting hand washing, and ensuring access to safe water.



Protection, Gender And Inclusion

Since the beginning of the emergency, reestablishing communication with affected families was crucial, as many were displaced and lacked access to communication networks and electricity. Although some telephone antennas were activated, coverage was limited, leaving many areas without connectivity. A deeper assessment of families' ability to contact relatives, especially for locating missing persons, was identified as a priority. The loss of 122 lives, further complicated the situation. Additionally, there was a significant gap in addressing educational needs for children, as schools like Villa Independencia were destroyed. The Ministry of Education responded by setting up 14 educational establishments as shelters or support centers, but the loss of schooling for many children remained a critical concern. Safe spaces for dialogue and psychosocial support were also needed to maintain community cohesion during the crisis.



Community Engagement And Accountability

Several essential needs were identified that emphasized the importance of community participation and accountability during the emergency. Effective communication channels were crucial for keeping the community informed about the evolving fires and safety measures. Additionally, community training was vital to enhance awareness of fire prevention and evacuation protocols. The active involvement of the community in the planning and execution of response efforts was key to ensuring a comprehensive and effective response. Feedback mechanisms were also necessary to assess and adjust interventions. Furthermore, cultural adaptation and psychosocial care were highlighted as important needs, given the emotional and cultural impact of the wildfires. Coordination with other organizations was crucial to maximize response effectiveness and ensure equitable resource distribution. These identified needs underscored that community participation and accountability were fundamental for a successful response to the wildfire crisis.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Operation, the Chilean Red Cross proposed to assist with multi-sectoral support a total of 9,885 people (1,977 families) affected by the forest fires in the communes of Viña del Mar and Quilpué. As part of this effort, 1,270 families (6,350 people) were planned to receive cash assistance to meet their immediate needs.

At the close of the operation, 5,792 people were reached (1,158 families)

Operation strategy rationale

The proposed intervention was planned in accordance with the ongoing Damage and Needs Assessment (DANA) and impact data provided by government authorities. The operational strategy was formulated based on official reports that aligned with the needs of the affected population, and the DREF request was grounded in the significant scale of the emergency caused by forest fires in Chile. The Chilean Red Cross recognized the critical importance of addressing the extensive impact on affected households, families, and deceased individuals, requiring a comprehensive response.



Health actions were targeted to 3,000 people through first aid, mental health care, and psychosocial support services. These actions mainly focused on people in shelters, residents in affected areas, and emergency teams deployed in the field. WASH actions aimed to ensure the population's access to safe water, reducing the risk of gastrointestinal diseases while fulfilling community hygiene needs. Sanitation and hygiene awareness sessions were planned to be conducted for 3,000 people, and to train community leaders to promote sustainability. The multipurpose cash transfer program was aimed to assist 870 families (4,350 people), providing CHF 400 per family to cover basic needs.

A Dignity and Participation Center was set up to implement interventions, offering first aid, psychosocial support, mobile connectivity points, and community meeting services. It was expected to support at least 9,885 people (1,977 families). Community engagement activities included focus groups with various demographic groups and close contact with community leaders to tailor actions to specific needs. A WhatsApp line and a dedicated web space were included for communication about the Cash Transfer Program. Furthermore, a hotline was planned to receive opinions and complaints, and focus groups were conducted to monitor actions, ensuring the operation was adapted to the needs of affected communities.

Targeting Strategy

Who was targeted by this operation?

Through this IFRC-DREF Operation, the Chilean Red Cross proposed to assist with multi-sectoral support a total of 9,885 people (1,977 families) affected by the forest fires in the communes of Viña del Mar and Quilpué. As part of this effort, 1,270 families (6,350 people) were planned to receive cash assistance to meet their immediate needs. To this end, the actions aimed have been re-establishing links between family members, mental health and psychosocial support, and cash assistance.

Explain the selection criteria for the targeted population

The population assisted by the Chilean Red Cross, through Operation DREF, was surveyed according to the vulnerability criteria of the affected areas. That is why priority was given to those areas that concentrate large numbers of population that were not being assisted, as well as those families that were not receiving immediate support from the State in the response, always having impartiality and neutrality in the delivery of this humanitarian aid as the first focus. At the same time, aid was focused on sectors with large concentrations of child population, migration and psychosocial support, water and sanitation needs, that is, sectors that had not reestablished water connections. Consequently, there was an increase in this indicator thinking precisely about the needs of hygiene promotion in the affected area.

As part of the selection process for those who were supported by the cash transfer program line, the following selection criteria were taken into consideration:

- Families without state support.
- Total/partial damage to homes.
- Families with members who have a disability.
- Single-parent families with women as head of household or with at least one dependent person (dependent older adults, children with diseases, etc.).
- Chronic diseases (diabetes, hypertension, dyslipidemia, etc.).
- Families/Migrants in vulnerable conditions.

Total Targeted Population

Women	4,227	Rural	60%
Girls (under 18)	1,689	Urban	40%
Men	2,671	People with disabilities (estimated)	10%
Boys (under 18)	1,298		
Total targeted population	9,885		



Risk and Security Considerations

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

Risk	Mitigation action
Access to fire-affected areas is complex due to soil conditions, ravines and hills.	<ul style="list-style-type: none"> - Assessment and preparation of access routes: Conduct a thorough assessment of ground conditions and prepare safe access routes for responders. - Use of mapping and monitoring technology: Employ satellite mapping technology and drones to identify safe routes and assess potential risks before entering affected areas.
Exposure to hazardous conditions during operation.	<ul style="list-style-type: none"> - Mandatory use of masks with particulate filters to protect personnel's respiratory tract. - Training on the safe handling of tools and equipment to minimize the risk of burns. - Provide adequate personal protective equipment, such as kid gloves, long-sleeved shirts, thick pants, and safety shoes. - Do not intervene in areas with active outbreaks: - Establish clearly defined safety zones and communicate them to personnel to avoid direct exposure to fire. - Training in the safe handling of debris and tools to reduce the risk of injury. - Promote regular hydration and establish specific breaks to allow personnel to rest and rehydrate adequately.
Impact on the mental health of staff and volunteers within the operation.	<ul style="list-style-type: none"> - Conduct post-operative debriefing activities to address potential emotional trauma. - Provide ongoing psychosocial support by mental health professionals for those in need.
Fires are prolonged over time, making it difficult to gather information from the affected communities.	<ul style="list-style-type: none"> - Implement alternative communication systems, such as single-frequency radios or emergency messaging systems, to ensure effective communication in areas with poor cell phone or internet coverage. - Deploy mobile rapid assessment teams equipped with data capture devices that can gather first-hand information on damage and needs in affected communities. - Coordinate closely with local authorities, community leaders, and volunteer organizations to facilitate information gathering and ensure a timely and effective response to identified needs

Please indicate any security and safety concerns for this operation

In the context of the operation to deal with forest fires in Chile, a number of security issues have had to be carefully addressed to ensure the effectiveness of the humanitarian response. Some of the possible problems considered have been:

1. Ongoing fire hazards: The operation has been carried out in an environment affected by active wildfires, which may pose a permanent risk to the safety of response personnel and affected communities. Robust security measures and effective evacuation protocols have therefore had to be implemented to protect teams on the ground.
2. Restricted access to affected areas: The intensity and spread of the fires have been able to lead to hard-to-reach areas, complicating the timely delivery of assistance. The safety of personnel in the field could be compromised due to the challenging topography, the presence of active flames and the possible presence of hazardous materials.
3. Displacement of the population: The displacement of entire communities due to forest fires has been a factor that could lead to tensions and conflicts in places of refuge, which has required careful management to avoid violent situations and ensure the protection of the displaced.
4. Risk of looting: The loss of homes and property has been able to increase the risk of criminal activities such as looting. The security of the affected areas and the protection of the property of the displaced have been major concerns.
5. Vulnerability of specific groups: Vulnerable groups, such as women, children and the elderly, have been able to face additional risks in emergency situations, such as exploitation, abuse and gender-based violence. Specific measures to protect these groups have therefore



had to be implemented.

6. Impact on mental health: Wildfires and loss of homes could have a significant impact on the mental health of those affected. A sensitive response was needed to address psychosocial aspects and ensure the emotional well-being of the affected population.

Addressing these safety and security issues required thorough planning, coordination with local authorities, security agencies and other stakeholders, as well as the implementation of specific preventive measures and response protocols.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Multi Purpose Cash

Budget: CHF 372,750

Targeted Persons: 4,350

Assisted Persons: 4,270

Indicators

Title	Target	Actual
Market and Feasibility Study conducted	1	1
Number of families reached with multipurpose cash transfer program	870	852
Percentage of households receiving cash transfers who are satisfied with the amount and the timeliness of the assistance provided	80	98

Narrative description of achievements

For the delivery of cash assistance to people affected by the forest fires in the communes of Viña del Mar, Quilpué and Villa Alemana, the collection of information on the needs of the people began in February and lasted until March. This allowed to match the needs identified with a proper response. Following this framework, during February, the application for humanitarian cards to the IFRC began. At the same time, the market and feasibility study was carried out to evaluate the needs of people by virtue of their impact and demands, carry out an analysis of the financial market of the country and the area, the activation and impact of trade, as well as financial availability. The study also made it possible to identify the associated costs and the appropriate amount to make the respective transfers to each family participating in the program. It is relevant to note that security issues were also taken into consideration, identifying the possible implementation risks and the respective mitigation measures.

The market and feasibility study allowed the design of the program and its respective distribution and security plan. The latter was carried out within both documents (market and feasibility study - distribution plan). As part of the implementation strategy, 2 CVA workshops were held to train volunteers, reaching approximately 35 Volunteers. This was instrumental in giving appropriate support to the people reached during the distributions.

During the month of April, the distribution of the cards began in the first communities of Viña del Mar, Quilpué and Villa Alemana. These actions were maintained until the end of June, having 5 calls to deliver a total of 852 Cards as detailed below:

Viña del Mar: 573

-Villa Dulce extension: 2

-Villa Dulce: 6

-Other:2

-Achupallas: 19

-Villa Hermosa: 15

-Pedro de Valdivia:26



-Beagle Channel: 31
-United Nations:43
-Sinai 1: 56
-El Olivar:158
-Villa Independencia:215

Quilpué: 266
-Calichero:10
-Pompeya Sur:69
-Las Lomas:75
-Argentine Population:112

Villa Alemana: 13
-Patagual:6
-Quebrada Escobar:6
-Lo Hidalgo:1

The difference between the deliveries made and projected was due to difficulties in registering and logistically reaching all the beneficiaries.

After each distribution, data was entered for the activation of the distributed cards and their loading, to then go on to receive queries, claims, and suggestions from the participants, as well as from non-participating individuals and families. This feedback with the community was carried out through two media: kobo@cruzroja.cl Mail and a WhatsApp Line. Post-distribution surveys helped identify gaps, improve future interventions, and ensure that the support effectively met the needs and preferences of the affected population. In this sense, 98% of the people reached mentioned being satisfied with the amount and the timeliness of the assistance provided. This underscored the relevance and pertinence of IFRC's efforts. Additionally, they contributed to strengthening accountability and transparency by incorporating beneficiaries' voices into decision-making processes.

It should be noted that the development of the program was carried out with continuous monitoring from the finance section of the National Society in coordination with the Southern Cone Delegation and the IFRC Regional Office, both in terms of availability, as well as the activation and use of the cards.

Lessons Learnt

- Operational utility of having a standard process within the National Society to implement these programs
- Provide support to the areas and/or volunteer technical staff for the implementation of the program
- Take the mitigation measures and recommendations indicated in the market and feasibility study, such as relying on volunteer personnel with greater knowledge in the area for decision-making in complex situations.

Challenges

During the implementation of the Cash Transfer Program (CTP), the Chilean RC faced several challenges to reach all affected people, given the following factors:

- The severe impact on the territory complicated access to several areas. Damaged infrastructure and inaccessible routes limited the ability of National Society staff to move and distribute aid.
- 4 Families had to leave their homes due to the emergency, which complicated their location. Some moved to safe places in or outside the region.
- Change in beneficiary contact information (phone numbers) initially registered, which made calls and efforts to contact 15 beneficiaries unsuccessful.



Budget: CHF 4,261

Targeted Persons: 3,000

Assisted Persons: 2,422



Indicators

Title	Target	Actual
Number of persons assisted through first aid	3,000	2,030
Number of persons assisted through psychosocial support services	3,000	2,422

Narrative description of achievements

It was possible to reach 2,030 people through first aid benefits to the communities affected by the forest fires, reaching the population in the affected area, shelters, points of attention in strategic places and Dignity and Participation (D&Ps) centers. Given the operational strategy for the execution of joint activities in that space, activities were complemented. Therefore, it was necessary to provide care only on-site after the emergency. These circumstances meant that the community was not required to mobilize the PPAA service to new communities after the emergency.

Through the services of the mental health and psychosocial assistance area (MHPSS), the care of 2,422 people in psychosocial support was covered through coordinated work between trained volunteers and mental health professionals (El Olivar sector), who supported the institution in the referral of affected people who required immediate attention. This was provided through 10 volunteer psychologists in the field. However, there were some logistical challenges in the development of the provision of services, including the change in the needs of the communities after the fire, when the daily activities of the families resumed, a process of decline in the provision of services began. Because of this, in the last period of development, extramural activities were carried out, which had a better reception by the communities, managing to reach the affected families with a better strategy and diversify the age groups served (the elderly, children and adolescents).

In addition, through the purchase of 10 fully equipped first aid kits, it was possible to strengthen the region and participating branches with the minimum supplies for the adequate care of the affected populations during the emergency, as well as to leave an installed capacity in the area for future needs of the community.

The branches that received these kits are: Limache Branch (1), Quillota Branch (1), Quilpué Branch (2), Villa Alemana Branch (1), Viña del Mar Branch (2), and Los Placeres Branch (1), all based on the activities that were provided in the process.

Under these conditions, as a result of the post-distribution surveys and field monitoring during the operation, the following conclusions were generated. On the one hand, the gap between planned and provided mental health and first aid services was due both to logistical difficulties in setting up the D&Ps and to a reduction in the need for this type of care by the people in the region after the first weeks of the emergency. On the other hand, activities carried out greatly benefited the impacted populations by ensuring timely care and emotional support during and after the emergency. Additionally, the distribution of first aid kits strengthened local capacity, allowing communities to better manage future emergencies while ensuring a continued support system through field activities and outreach to diverse age groups. This was reflected in the continuity of activities through a subsequent project to this operation in the Valparaíso region with USAID funding.

Lessons Learnt

The importance of strengthening the visibility of first aid posts in the territory through the use of banners, the training of volunteers through emergency drills in local territories, and the creation of guidelines on the filling of kits and their correct use has been observed.

Challenges

During the operation, it was necessary to increase capacities in first aid and pre-hospital care at the country level. This required:

- The creation of guidelines for the filling and use of first aid kits.
- The development of visual material for first aid positions.
- Specialized and more in-depth training on field care issues.



Water, Sanitation And Hygiene

Budget: CHF 3,195

Targeted Persons: 3,000

Assisted Persons: 5,792



Indicators

Title	Target	Actual
Number of people reached through sanitation and hygiene awareness.	3,000	5,792

Narrative description of achievements

Within the strategy implemented for WASH, there was a reach of 5792 people from the communities affected by the fires, through awareness-raising activities on the management of safe water for consumption, hand washing, respiratory hygiene and prevention of diseases such as Hanta and gastrointestinal diseases. These activities were carried out in various spaces, such as the Dignity and Participation Centers (D&Ps) that were available to the community 3 times a week, in which 19 interventions were carried out directly, as well as 2 visits to schools and in 3 centers for the elderly.

It is important to note that the training of volunteers was focused on emergencies, virtual training that was provided to 79 volunteers in the region, through the following actions:

1. Development of Visual Material: Creation of effective visual resources that facilitate the understanding and application of hygienic practices was fundamental. These materials had to be accessible and adapted to different contexts and audiences.
2. Training in Community and Institutional Health: Training programs were defined and developed from the corresponding area, oriented to both community and institutional health. These programs seek to strengthen the capacity to respond to health emergencies and promote resilience in communities.
3. Emergency Focus: Tailor training so that volunteers can act effectively in emergency situations, highlighting the importance of hygiene in preventing the spread of disease

The difference between the planned and reached target was due to the extensive outreach achieved during the WASH activities, which surpassed the initial target of 3,000 people, reaching 5,792 individuals, or 193% of the target. This overachievement occurred because the awareness-raising efforts expanded beyond the planned venues, such as reaching people through Dignity and Participation Centers, schools, and elderly centers.

The assistance was highly pertinent, as it addressed critical hygiene and health needs, including safe water management, hand washing, respiratory hygiene, and disease prevention (such as Hanta and gastrointestinal diseases). This support helped mitigate health risks by educating the population on essential hygiene practices. The inclusion of virtual volunteer training also enhanced community preparedness, allowing volunteers to effectively respond to emergencies and reinforce health resilience in the affected areas.

Lessons Learnt

- Strengthen the WASH area by training volunteers early on this topic, increasing the number of activities in the area, and ensuring the deployment of the WASH team from the beginning of the emergency to manage communicable diseases, as well as water and food management.

Challenges

One of the main challenges faced by the National Society team in WASH was the lack of training in volunteering prior to the emergency, being of vital importance to be able to generate instances of advance training, allowing in turn preventive work with communities at the time of a lack of water or the consumption of water safely.

The loss of household water connections as a result of the fires was also a challenge encountered in the spaces where community work was carried out, an eventuality that still remains in the territory in some sectors that do not have enabled water networks.



Protection, Gender And Inclusion

Budget: CHF 5,325

Targeted Persons: 9,885

Assisted Persons: 4,730



Indicators

Title	Target	Actual
Number of people reached through the Dignity and participation center activities	9,885	4,730
Reestablishment of Family Links services provided	500	29

Narrative description of achievements

The Center for Dignity and Participation Located in the Olivar Sector, Viña del Mar, also known as the "Community Participation Center", emerged as a comprehensive response to alleviate the needs of people affected by the fire emergency. This center was created with the purpose of providing a social space where the dignified treatment and participation of the different groups within the community will be guaranteed.

The counselling provided at these Centres focused on providing psychosocial support, counselling and practical assistance to those affected by the emergency. Among the services offered, first aid points, connectivity (RFL), and friendly spaces for children, the elderly and the community in general were included. These activities focused on strengthening community ties and promoting an environment of mutual support.

This counselling addressed emotional, social and practical aspects, helping people to face challenges and rebuild their lives in a dignified and participatory way. To carry out these interventions, National Society staff were placed at level 2 of the mental health intervention and psychosocial support (IASC) pyramid. The actions focused on the Support for Vulnerable Groups, Family and Community phase.

This involved providing both individual and group counselling, as well as community-based interventions designed to strengthen resilience, promote mutual support, and improve overall psychosocial well-being. The goal was to provide a friendly space where people could voice their concerns, receive valuable information, and learn effective coping strategies to cope with the crisis.

Within the dignity and participation center, the following services were provided (broken down by area):

- Psychosocial Support (PSS): Talk to the community and listen to them so that they can vent.
- Restoring Family Links (RFL):
 - Cell Phone Charging.
 - Phone calls.
 - Internet connectivity.
 - Family Search.

The possibilities for action to provide a rapid and efficient response were limited by the absence of capacities in the region. The needs assessment was carried out by the coordinators of the northern and central zones with the support of volunteers trained in RFL from the metropolitan region, who also supported with the logistics and execution of 1 specialization workshop in the region which had 11 volunteers trained in the subject.

That is why the first priority to strengthen capacities was the training of volunteers. However, the call was made among the same volunteers who were already carrying out the emergency response, with which their chances of fatigue and overload were quickly reached. For this reason, although capacities had been installed, it is not possible to maintain a team to carry out RFL actions.

Awareness was raised about the program and RFL services are provided in shelters in Viña del Mar, Quilpué and Villa Alemana. This was done by establishing fixed connectivity points in shelters and some of the operations carried out in the field, touring the areas to talk to people, handing out flyers with the program's services, talking with institutions and organizations present on the ground. (IOM - NGO of Psychologists - UNHCR)

There was a participation with the RFL team in the design and preparation of the friendly space, although, at the time of executing the space it was known that the demand for RFL would be low. That is why it was aimed at providing other protection services.

- First Aid: Treatment of minor wounds, eye washes, vital signs monitoring.
- RFL Awareness Post
- Center for Dignity and Participation (D&P), in this space various activities were provided so that the community could have a space where comprehensive and joint services will be provided, being the following:
 - Prevented Family: How to deal with emergencies with the family group, granting work roles and quick decisions, keeping important elements already prepared in case an emergency occurs.



- Water, Sanitation and Hygiene (WASH): How to make water drinkable with different tools based on three ways to make water drinkable. How to properly wash your hands before and after handling food, tools or other items that make contact with your hands.
- Cardiopulmonary Resuscitation (CPR): How to proceed when a person is unconscious and not breathing, correctly performing resuscitation and processes to follow.
- Heimlich Maneuver: How to proceed in case of an Airway Obstruction, mainly due to elements that obstruct the throat.
- Older Adult: Awareness of a correct diet for the elderly.
- RFL Awareness: Awareness of the services provided by FCR so that the community is aware of them and needs to make use of them.
- Hanta Virus Prevention: Prevention and how to proceed for a correct prevention of hanta virus.
- Recreation Activities: Recreational activities for adults and mainly minors.

- Extramural Intervention of the Community Participation Centers:

The extramural intervention of the Community Participation Centers was carried out in centers for the elderly and elementary and secondary schools. This intervention aimed to extend essential services beyond the Centres themselves to reach vulnerable communities where urgent support was needed. These community actions were crucial to strengthen resilience, promote mutual support and improve the psychosocial well-being of the affected people, thus creating a more supportive and participatory environment, with the Olivar sector being the most affected in the area.

The gap between projected and achieved targets can be explained by several factors. Limited resources and staff capacity affected the ability to deliver services, especially in Restoring Family Links (RFL), where volunteers faced fatigue and overload. Additionally, lower-than-expected demand for RFL services contributed to the low reach (6%), despite awareness efforts. Logistical and operational challenges, including the lack of trained personnel in the region, impacted service efficiency. Finally, contextual factors such as the scale of the disaster and population mobility limited access to services. These challenges highlight the need for continuous evaluation to adjust strategies and enhance future emergency responses.

Overall, the assistance provided through the Center for Dignity and Participation in Olivar, Viña del Mar, was highly relevant in addressing the needs of those affected by the emergency. It offered psychosocial support, safe spaces for vulnerable groups, and essential services like first aid and Restoring Family Links (RFL). The center fostered emotional recovery, social cohesion, and access to vital information. Educational activities on emergency preparedness, hygiene, and health empowered the community for future crises. Additionally, extramural interventions extended support to schools and elderly centers, ensuring broader outreach. While RFL demand was low, awareness efforts helped inform the community about its availability. Beyond immediate relief, the initiative strengthened local resilience, leaving lasting capacities within the affected population.

Lessons Learnt

- Improve coordination and communication at all levels (Headquarters, Regional Committees, Branches), to provide faster and more tailored assistance to the needs of the community.
- Train volunteers in an emergency and have generalized action plans at the national level to be able to activate them in case of need.
- Make visible the actions of the Red Cross in emergencies so that people know that the institution acts for their well-being in emergency situations and make calls to the community when actions are being carried out on the ground so that aid always finds its recipient.
- Identify actors to establish networking with institutions that responded to the emergency in the region, participating in regional technical roundtables, field conversations with organizations to raise awareness of the program.
- Participate in operations with other areas and programs
- Improving the strategy of RFL specialist volunteering for emergencies
- Improve the focus and actions on RFL when collecting primary information.
- Consider data protection as an action to protect people, be transparent with the information that is delivered and the use that will be given to the information collected, managing the data on secure platforms, making known the policies related to data protection.

Challenges

Internal coordination on RFL with the deployment teams, lack of trained volunteers in the area, time spent in the field to provide RFL services



Community Engagement And Accountability

Budget: CHF 2,130

Targeted Persons: 7,908

Assisted Persons: 4,230



Indicators

Title	Target	Actual
% of respondents who report receiving useful and practical information through different trusted channels (digital and non-digital) and non-digital)	80	14
% of affected people surveyed who report that humanitarian assistance is provided in a safe, accessible, accountable and participatory manner.	80	62

Narrative description of achievements

Door-to-door follow-up: A direct and personalized follow-up was carried out by visiting homes and communities to collect comments, needs and suggestions in an individualized way.

Satisfaction Surveys/Exit Surveys: 516 structured surveys were designed and applied to evaluate community satisfaction with the services and programs offered by the Chilean Red Cross after the card was delivered, through community focus groups in each sector served.

Focus Groups: Focus group meetings were organized with community representatives to discuss specific topics, share experiences, and receive detailed feedback.

Suggestion Boxes: These were available for community members to leave suggestions, opinions, and concerns anonymously at each of the card delivery sessions, as well as at the D&P center where community services were provided. (these were placed at the D&P center and at the community's CVA delivery activities)

Trainings and Workshops: An online training workshop was held with 27 volunteers from the area on topics related to community participation and accountability.

Although the initial objective was to reach 7,908 people to obtain their opinions and perceptions on different aspects, the dissemination and data collection campaign only managed to reach 4,230 individuals, which represents approximately 53.5% of the expected total, they belong to the communes of Viña del Mar, Quilpué and Villa Alemana.

Regarding the analysis of progress on the frequency with which the community received information from the Chilean Red Cross, whether in digital or other media, of the 4230 people surveyed, only 13.7% responded affirmatively indicating that they received periodic information.

On the other hand, regarding the community's perception of security and participation in humanitarian assistance activities, 62% of respondents stated that they did find the assistance provided by the Chilean Red Cross to be safe and participatory.

Lessons Learnt

Flexibility in Strategies: It is crucial to adapt strategies according to the particularities of each community, the Chilean RC should not work with all of them in the same way.

The Chilean RC must have a national policy of community participation and accountability, given the importance of knowing the needs from the community perspective and not only institutional, having feedback on the real needs of the territory.

Transparency and Accountability: Sharing clear information and being transparent builds trust and credibility among National Society staff and volunteers, the movement and the organizations with which it cooperates.

Inclusion and Equity: Ensuring the participation of all groups within the community promotes equity and representativeness.

Alliances and Collaborations: Collaboration with local partners and other organizations strengthens response capacity and expands the impact of initiatives.

Carry out more national trainings promoting knowledge of the CEA tool, so that there can be a better understanding of the immediate needs to be assisted, including in initial evaluations.



Increase in the financial line: More financial resources are needed to be able to effectively reach the communities and the volunteers themselves at the time of the response, encouraging community participation.

Challenges

Limited Reach and Coverage: The difficulty in reaching 100% of the target audience was due to logistical and resource limitations that affected geographical and demographic coverage, this was due to the type of terrain and the access by us as an institution to those places, the Chilean RC did not always have vehicles for the parallel approach to the communes

Active Community Participation: Despite efforts, there were challenges to actively engage all stakeholders within the community, including groups not accepted by the resident community, older adults, children, etc., all due to the migratory reality of the place, as well as some community discontent related to the national response.

Resistance to Change or Participation: Some sectors of the community showed initial resistance or disinterest in community participation activities, which affected data collection and effective feedback. For example, in the Community Participation Centers where people did not always want to enter to consult or receive services, as a lesson learned in this area, it is planned to improve the dissemination of the services provided by the National Society

Staff Training and Preparation: The need to improve the training and preparation of staff and volunteers in specific community engagement techniques was identified, especially in those soft skills for complex community interventions.

Communications: There were challenges in communication, in terms of the lack of easily accessible information from the Chilean Red Cross to the communities.

Sustainability of Community Participation: Maintaining consistent levels of community participation over time proved to be a challenge, especially after the initial period of interest or initial response to the activities of the operation, the Chilean RC refers to media coverage as part of the media strategy. On that occasion, volunteers were needed for the removal of debris, for example, where there were a large number of previous emergencies. In turn, the organizations in the territory were decanting as the days progressed, having a minimum coverage to attend to all the existing needs at the community level.



Secretariat Services

Budget: CHF 57,670

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of deployments	1	1
Number of monitoring missions	7	7

Narrative description of achievements

Within the framework of this operation and through the Surge system, the International Federation of Red Cross and Red Crescent Societies (IFRC) recruited an Operations Manager and a Financial Officer. These additions were essential to provide specialist support to the National Society team during the emergency response.

The Operations Manager was responsible for coordinating and supervising operational activities, ensuring that interventions will be carried out efficiently and effectively. Her role was crucial in optimizing the implementation of aid programs and ensuring that resources were used appropriately.

The Financial Officer provided financial and administrative support, managing the funds and ensuring transparency and compliance with financial procedures. Their work was instrumental in maintaining the integrity of operations and ensuring that resources got to where they were needed most.



These hires significantly strengthened the National Society's response capacity, allowing it to handle the emergency more effectively and professionally. They were also complemented by constant follow-up by the IFRC Delegation's Programs and Operations, and Planning, Monitoring, Evaluation and Reporting teams

Lessons Learnt

- Have experienced staff in multiple fields (finance, operations management, planning and monitoring) deployed quickly to strengthen the National Society's capacity in emergency contexts
- Constant monitoring and technical assistance from the IFRC provided clear information, identified implementation gaps in a timely manner, and contributed to good practices in emergency management, finance and information management to the National Society as needed

Challenges

Efficiency of collaborative work: As a result of the adaptation of the Surge staff and new additions in the PMER area in the IFRC, different alternatives had to be tested to agree on an effective way of working between the National Society and the Southern Cone Delegation. This meant a lengthening of the time for the production of the first operations update report, although it allowed defining a modality for the construction and online validation of the information produced, avoiding duplication of functions.



Budget: CHF 51,653

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of lessons learned workshop	1	1
Number of insured volunteers	200	165
Number of staff hired	3	3

Narrative description of achievements

To support operational and financial planning, as well as purchasing and contracting processes, three people were hired in the areas of coordination and finance. This made it possible to carry out the relevant procurement processes of the necessary inputs to carry out the activities of the operation.

In the area of communication, the activities of the National Society in the field were documented in an audiovisual way, which were disseminated through networks and during the workshop on lessons learned.

To ensure the proper development of volunteer activities, 165 of the volunteers who have participated in the operation have been secured and provided with clothing and visibility. It should be noted that the difference between the number of volunteers planned to be ensured, and the actual figure is due to the lack of volunteers who participated until the end of the operation.

The lessons learned workshop was held in person at the beginning of June in Valparaíso, with the facilitation of representatives of the Bio Bio branch of the National Society and the Central America Delegation of the IFRC, together with the participation of 30 representatives of the Valparaíso branches, the IFRC Headquarters and the Southern Cone Delegation. During the event, lessons and opportunities for improvement were collectively identified that were documented and that define lines of action that mark the path to more effective and relevant emergency operations in the future



Lessons Learnt

Structuring the lessons learned workshop with a focus on practice, collective reflection on the 3 recent operations and the definition of clear opportunities for future action with the participation of profiles from all the areas participating in the operation has made it possible to identify more precisely practices to be improved in emergencies. generate institutional memory and an integration of the different levels of the organization

Challenges

Clear communication and coordination between the Headquarters and the Branches: During the implementation of the activities, the poor but progressive coordination of the different levels of the National Society was identified as a difficulty. This situation led to the inclusion of an action plan in this area as a result of the lessons learned workshop, to be implemented by the Directorates of Communication and Community Participation and Accountability



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRCL017 - Chile - Fires

Operating Timeframe: 10 Feb 2024 to 30 Jun 2024

Selected Parameters			
Reporting Timeframe	2024/2-2025/1	Operation	MDRCL017
Budget Timeframe	2024-2025	Budget	APPROVED

Prepared on 16/Apr/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	496,982
DREF Response Pillar	496,982
Expenditure	-488,057
Closing Balance	8,925

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	372,750	375,011	-2,261
PO04 - Health	4,260	4,372	-112
PO05 - Water, Sanitation & Hygiene	3,195	4,839	-1,644
PO06 - Protection, Gender and Inclusion	5,325	-44,187	49,512
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		282	-282
PO10 - Community Engagement and Accountability	2,130	1,505	625
PO11 - Environmental Sustainability			0
Planned Operations Total	387,660	341,822	45,838
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	57,670	88,683	-31,013
EA03 - National Society Strengthening	51,653	57,552	-5,899
Enabling Approaches Total	109,322	146,234	-36,912
Grand Total	496,982	488,057	8,925

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

Please explain variances (if any)

A total of CHF 496,982 was allocated from the DREF Fund for the implementation of this DREF Operation. The Chilean Red Cross spent a total of CHF 488,057. The remaining balance of CHF 8,925 will be returned to the Disaster Response Emergency Fund (DREF).

The most significant variances in the budget versus the actual expenditure include:

- Multipurpose Cash: Logistical difficulties were manifested in the registration and scope of people reached.
- PGI: The difference corresponds to the transfer made to the National Society.

- DRR: The difference registered corresponds to a different coding, which impacted both the amount executed in Secretariat Services and NSD.
- Secretariat Services: The difference corresponds to a different coding in DRR.
- NSD: The difference corresponds to a different coding in DRR and a higher participation of branches and headquarters in the lessons learned workshop.



Contact Information

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

National Society contact: Marion Sandoval, Risk Management Director, marion.sandoval@cruzroja.cl, +56977048252

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

IFRC Project Manager: Virginia Laino, Coordinator, Programs and Operations, virginia.laino@ifrc.org, +54 11 66 24 84 70

IFRC focal point for the emergency: Virginia Laino, Coordinator, Programs and Operations, virginia.laino@ifrc.org, +54 11 66 24 84 70

Media Contact: Susana Arroyo, Manager, regional communications, susana.arroyo@ifrc.org

[Click here for reference](#)

