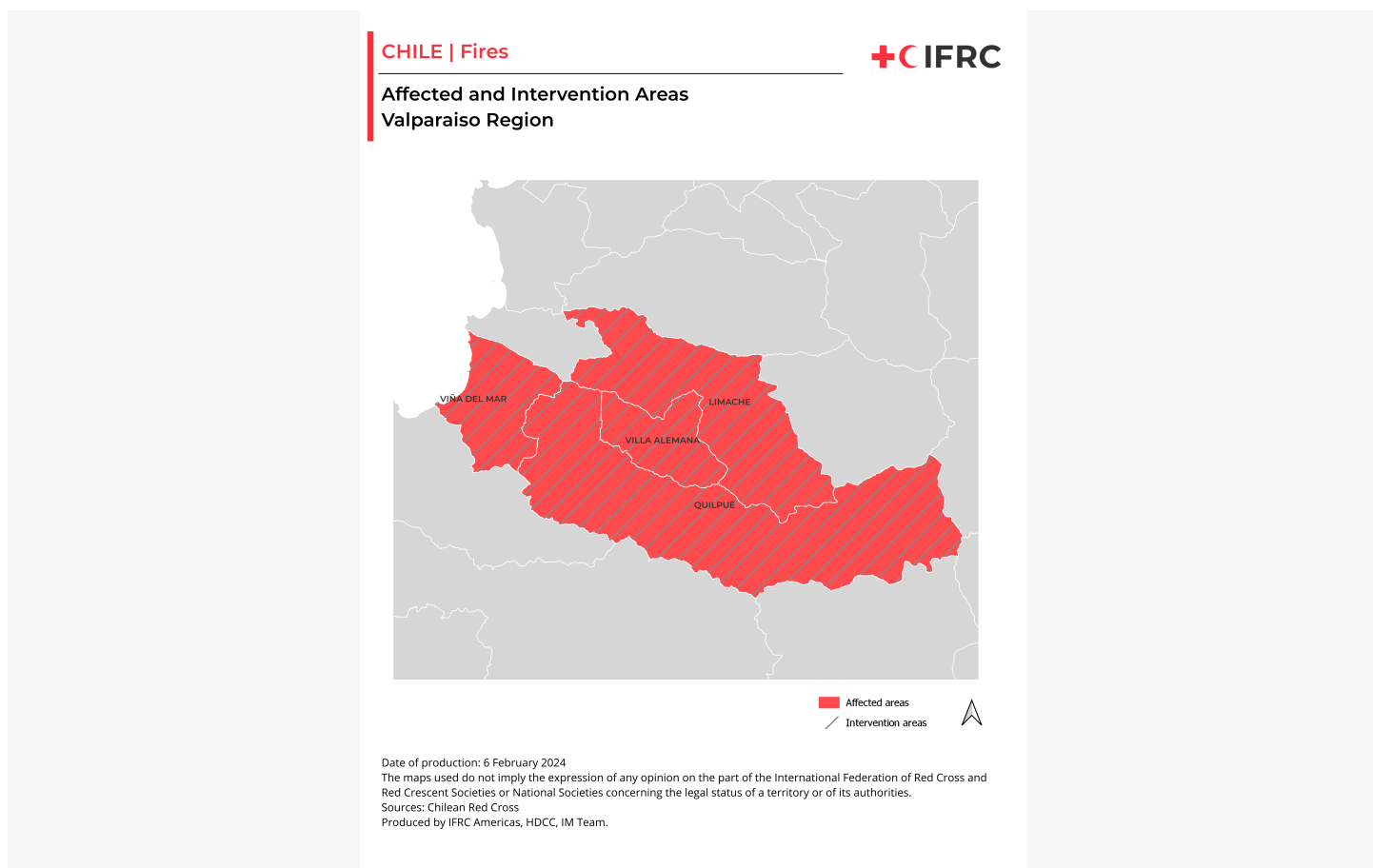




Support of the Chilean Red Cross in the emergency operation in the community of Achupallas, in the commune of Viña del Mar. Source: Chilean Red Cross.

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	
Event Onset: Sudden	Operation Start Date: 10-02-2024	New Operational End Date: 30-06-2024	Total Operating Timeframe: 4 months
Reporting Timeframe Start Date: 10-02-2024		Reporting Timeframe End Date: 12-04-2024	
Additional Allocation Requested: 0		Targeted Areas: Valparaíso	

Description of the Event



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

Date of event

2024-02-02

What happened, where and when?

Between February 2 and 3, 2024, a devastating fire swept through the municipalities of Valparaíso, Viña del Mar, Quilpué, and Villa Alemana in the Valparaíso Region, consuming vast extensions of land and wreaking havoc in urban areas by destroying homes, and public service infrastructure such as electricity and drinking water, which negatively impacted transportation and communications. The most significant fires were the Las Tablas - Peñuelas fire in Viña del Mar and the Lo Moscoso fire in Quilpué, which devastated more than 26,000 hectares in total. So far, the emergency has resulted in 133 deaths, affected 39,528 people, and forced the evacuation of 3 nursing homes. Some 14,823 residences were affected, with interruptions in transportation, communications, electricity, and access to water, especially in the provinces of Valparaíso (Viña del Mar) and Marga Marga (Limache, Quilpué, Villa Alemana), although these services have been re-established. The State of Catastrophe was declared by the national government on February 2, in the provinces of Viña del Mar and Marga Marga; so far, no end date has been announced.

On the night of February 2, the President of Chile declared a "State of Catastrophe" for the provinces of Valparaíso and Marga Marga, in the Valparaíso Region, areas where the affected municipalities of Villa Alemana, Quilpué, Limache, and Viña del Mar are located. This state of catastrophe allows for the rapid distribution of resources by the state in the affected areas (1).

During February 3, fire containment efforts continued towards urban areas, but in the early hours of Saturday morning, the towns of Pompeya and El Olivar suffered the loss of approximately 1,000 homes; 95% of the buildings, with an official count of 19 deaths and nearly 250 missing persons. Due to the wind, temperature, and humidity conditions, the fires remained active throughout the day, with sectors such as Peñuelas, where the fire was reactivated and advanced towards the road that connects Valparaíso-Viña del Mar with the capital, Santiago de Chile.

On the evening of February 5, the country confronted numerous active fire incidents, with some already under control. Preliminary government figures indicate that a total of 52,166 hectares have been burned nationwide, resulting in varying degrees of damage to



14,823 residences. Moreover, the fires have affected 39,528 individuals and tragically claimed 123 lives.

At the end of this plan, all fire outbreaks were extinguished. Yet, despite this, the authorities are still monitoring the situation because there is a high probability that new ones will appear.



Water, Sanitation and Hygiene Training held on March 16. Source: Chilean Red Cross.

Scope and Scale

As for the ongoing emergency, as of February 4, the country was dealing with multiple incidents of active fires, some of which had already been brought under control. Across the country, a total of 52,166 hectares have been consumed by the flames, of which, 14,679 hectares were affected in the Valparaíso Region alone. Among these affected areas are several urban regions where thousands of homes have been destroyed. The overall picture has included more than 160 forest fires. During February, 47 Emergency Alert System (SAE, by its initials in Spanish) messages were activated, which reached the cell phones of the population in the affected areas, instructing them to evacuate their homes in the event of an advancing fire.

In particular, the most affected areas in the Valparaíso Region have been:

- Las Tablas - Peñuelas fire (Viña del Mar): 8,500 hectares consumed, the largest of the season.
- Lo Moscoso fire (Quilpué): 1,300 hectares consumed, the second largest.

Estimates of fatalities and other damage are pending confirmation as government teams attempt to access affected areas. The latest update, as of February 6, includes:

- 131 deaths have been recorded, of which 33 have been identified by the Legal Medical Service (SML) and medical teams have performed 79 autopsies.
- 39,528 people were affected (31,703 in Viña del Mar and 7,825 in Quilpué, Valparaíso Region).
- Evacuation of 3 nursing homes.
- In terms of infrastructure, approximately 14,823 residences experienced varying degrees of fire damage, ranging from slight to complete destruction (12,122 in Viña del Mar and 2,701 in Quilpué).
- In terms of transportation, public transportation has been interrupted, with the Viña Bus company losing 28 buses and the suspension of EFE rail transportation due to damage in the El Salto sector.
- As for communications, 121 telephone antennas are out of service.
- As for electric power, several outages have occurred during the emergency. Currently, power service has been restored.
- As for access to water services, there were cuts in the provision of service in the hills of Viña del Mar. On the other hand, the Ministry of



Public Works, together with sanitary companies, established 128 public taps which are currently operating.

The State of Constitutional Catastrophe is maintained for the provinces of Viña del Mar and Marga Marga. It is important to point out that the state of catastrophe has been announced without an end date (by decree, it can be extended for 12 months without the need to request renewal from the national congress).

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/

Summary of Changes

Are you changing the timeframe of the operation	No
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

Please explain the summary of changes and justification:

Through this operations update No. 1, the Chilean Red Cross aims to inform about the progress of the implementation of the activities in the framework of this IFRC-DREF Operation.

Current National Society Actions

Start date of National Society actions

2024-02-02

Health	<p>The Chilean Red Cross, through its health division and its volunteers, has provided support and assistance, either individually or collectively, to people who have requested it. It has also made the necessary referrals to the health services of Viña del Mar, Quilpué, and Villa Alemana for specialized care.</p> <p>The Chilean Red Cross initially provided first aid support for the physical health of people affected by the fires, which was complemented by the health services of the municipalities involved. However, as the fires have been extinguished and brought under control, care has decreased, as has the number of people affected.</p> <p>The municipalities' health services in Viña del Mar, Quilpué, and Villa Alemana, through their primary health care centers, have carried out activities for the promotion and prevention of respiratory diseases. This includes tetanus vaccination and the implementation of preventive measures against other types of diseases.</p>
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<p>Protection, Gender And Inclusion</p>	<p>Through the reconnection program, Chilean Red Cross volunteers have been supporting affected families with connectivity services, including phone calls, messaging and cell phone recharging. In addition, connectivity is facilitated to re-establish contacts between family members, helping to maintain ties in difficult times.</p> <p>The Chilean Red Cross has also provided missing persons tracing services, using a confidential approach to each case. This service has been instrumental in reuniting family members separated during the emergency, offering hope amid uncertainty.</p> <p>Recognizing the importance of ensuring education and a healthy environment for children, youth, and adolescents in crises, the Chilean Red Cross, through this operation, has established the implementation of protection and dignity centers. These centers offer friendly and safe environments, providing didactic material and creating protected spaces for the integral development of the youngest. In a complementary way, they offer spaces for the cohesion of the social fabric among the communities affected by the fires. Thus, it is possible to provide protection services and reestablish family contacts; as well as psychosocial support.</p>
<p>Coordination</p>	<p>Throughout the operation, the Chilean Red Cross has worked in coordination with government authorities at different levels. At the national level, it has worked with the National Service for Disaster Prevention and Response (SENAPRED) and the Ministry of Health, as well as with international organizations such as the International Organization for Migration (IOM), the UN Refugee Agency (UNHCR), and Children International. At the regional and local level, contacts have been established with authorities and organizations such as Movidos por Chile, Red de Ayuda Humanitaria, and the Salvation Army. These instances have been managed through inter-institutional technical roundtables, humanitarian aid collection centers, and their operational centers.</p>
<p>National Society Readiness</p>	<p>The Chilean Red Cross has a national team composed of Risk Management, Health, Youth, Finance, Social Welfare, and Communications.</p> <p>The programs active during the operation have been Mental Health and Psychosocial Support, Protection, Gender and Inclusion, Reestablishing Family Links, First Aid, Emergency Medical System, Security, National Intervention Team, Educational Units, Community Work, Anticipatory, and Disaster Intervention.</p> <p>The National Society also has approximately 3,000 volunteers throughout the country, with the Valparaíso region having people experienced in emergencies related to forest/structural fires.</p> <p>During the operation, the National Headquarters has remained attentive to the development of the emergency through its national monitoring team, and for this purpose, it has had a crisis room where technical roundtables and national coordination meetings have been held and the following resources:</p> <ul style="list-style-type: none"> - 1x telecommunications vehicle. - 1x national collection center. - 2x 4x4 trucks. - 2x basic ambulances. - 1x cargo truck. - 1x generator + inflatable tent. - Water treatment plant. - Deployment tent.
<p>Assessment</p>	<p>Since the beginning of the emergency, both the Headquarters and the Regional Committee of Valparaíso and its branches have been monitoring the progress of the emergency. In its actions, it evaluated in the field the needs of the affected population and volunteers, through institutional meetings with regional actors and the Viña del Mar branch. Similarly, through continuous monitoring by the National Society, follow-up missions by the International Federation Delegation, and requests for information from national authorities, an evaluation of the events, and their impact, needs to be met, and results obtained have been maintained weekly.</p>



Resource Mobilization	<p>During the operation, sixteen branches of the National Society operated as collection centers (Los Andes Branch, San Antonio Branch, Quillota Branch, Quilpué Branch, Playa Ancha Branch, Cartagena Branch, La Florida Branch, Providencia Branch, Ñuñoa Branch, San Miguel Branch, Colina/Esmeralda Branch, Antofagasta Branch, El Loa Branch, Curicó Branch, La Cisterna Branch, Melipilla Branch). Humanitarian aid has been collected in these branches in the following forms:</p> <ul style="list-style-type: none"> - Non-perishable food - Bottled water - Hygiene and hygiene articles, diapers - First aid material - Pet food <p>In addition, the National Society and Banco Estado, carried out a fund-raising campaign to help those affected by the fires.</p>
Activation Of Contingency Plans	<p>In line with the National Response Plan, the Chilean Red Cross deployed local and regional resources and coordinated its assistance from Headquarters through the Risk Management Directorate until the end of the emergency. This directorate maintains until the end of the operation the direction of actions at the national and regional level, providing technical, logistical, and financial support according to the needs and degree of impact.</p>
National Society EOC	<p>The coordination of the emergency operation (EOC) was carried out centrally through the monitoring of the Headquarters team. In addition, there were two technical roundtables with the participation of technical areas of the National Society and governmental 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 establish the National Response Plan and manage the actions of each organization and governmental service involved.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>The International Federation of Red Cross and Red Crescent Societies (IFRC) has a country office 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 the Disaster and Crisis Department of the IFRC's Americas regional office, based in Panama.</p> <p>During the operation, constant communication has been maintained, and technical assistance has been provided through the Country Cluster Delegation (CCD) for the Southern Cone to facilitate the development of the IFRC's Disaster Response Emergency Fund (DREF) Action Plan. This has included the deployment of two staff members to support the operational and financial tasks involved in preparing the action plan and launching the operation.</p>
Participating National Societies	<p>No PNS presence in the country</p>

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) Program team, which has included guidance on how to assess the needs and how to respond to the needs of families who have been affected by the wildfires. The focus of the program has been to coordinate with authorities to facilitate and support the clarification and whereabouts of missing people, as well as to facilitate connectivity services for families to re-establish and maintain contact. To manage it, coordination meetings were held with the National Society, and ICRC technical staff collaborated to support its implementation.



Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>No</p>
<p>National authorities</p>	<p>On February 2, the Presidency of the Republic of Chile decreed a "State of Emergency of Catastrophe due to Forest Fires" in the provinces of Valparaíso and Marga Marga to quickly allocate resources to the affected areas. This was followed by a curfew (2-5 February) in the communes of Limache, Quilpué, Villa Alemana, and Viña del Mar. During the hours of restriction, Chile's Carabineros set up an online safe-conduct system for those who needed to travel to or from the affected areas.</p> <p>Regarding economic matters, the government set up an "Electronic Family Package" for the purchase of household goods and reconstruction expenses for affected families, together with the "National Reconstruction Fund" for the reconstruction of private homes once the emergency is over.</p> <p>In the area of housing, the Ministry of Housing has provided money (US\$385) for rental housing, which has benefited those families who have been registered in the Basic Emergency File (FIBE). In addition, SENAPRED has provided emergency housing to mitigate the housing needs of the affected families.</p> <p>In the area of health, on February 3, the Ministry of Health declared a Health Alert for the Valparaíso region, facilitating the coordination of the region's healthcare networks. In this line, SENAPRED intensified the monitoring of the affected areas and in the Valparaíso region and other regions with the generation of early alerts for reporting fires or any other adverse event. At the local level, the health services of the municipalities of Viña del Mar, Quilpué, and Villa Alemana, through their primary health care centers, have carried out activities for the promotion and prevention of respiratory diseases, tetanus vaccination, and prevention measures for other types of diseases.</p> <p>Concerning Water, Sanitation, and Hygiene, Empresa Sanitaria de Valparaíso, Aconcagua, and Litoral (ESVAL) announced the suspension of water bill payments for two months and the installation of water tanks at specific points in the affected areas, both in the province of Valparaíso (Viña del Mar) and in the province of Marga Marga (Limache, Quilpué, Villa Alemana). These measures have lasted long enough while the network has been maintained and the drinking water service has been restored. For its part, the Chilean national government has provided the affected communities with hygiene kits disaggregated by gender, hygiene kits for babies and children.</p>
<p>UN or other actors</p>	<p>Besides the IFRC-DREF allocation of CHF 496,982, additional funding from the U.S. Agency for International Development's Bureau for Humanitarian Affairs (BHA-USAID) is under negotiation to support preparedness efforts and provide humanitarian assistance and protection to people affected by the fires in the Valparaíso region of Chile.</p> <p>UN Chile issued situation report #1 indicating its response, including:</p> <ul style="list-style-type: none"> - UNHCR in coordination with the Municipality of Viña del Mar proceeds with the delivery of 200 Hygiene Kits. - PAHO/WHO joins the collection of information in the field with a focus on mental health, water, and sanitation, as well as the delivery of first aid backpacks. - IOM is organizing the distribution of water jerry cans, non-perishable food, tents, tarpaulins, and hygiene products for the coming days. <p>In addition, several other organizations are currently on the ground assisting in their respective areas of action:</p> <ul style="list-style-type: none"> - Movidios por Chile: Has held coordination meetings with the institutions participating in the emergency and has coordinated the distribution of humanitarian aid through collaborating partner companies. - Techo Chile: Has initiated the collection of cash donations to contribute to the restoration of affected homes, in addition to collecting humanitarian aid for the shelters established by the local authority. - Desafío Levantemos Chile: Has initiated a fundraising campaign to help the affected



families.

- National Youth Institute (INJUV): It has undertaken the coordination of spontaneous volunteers, training teams for the removal of debris, providing them with Personal Protective Equipment (PPE), and administering tetanus vaccines as a preventive measure.
- Empresa Sanitaria de la Región de Valparaíso (ESVAL): It has declared the suspension of drinking water service charges to all those affected for two months. It has also declared the installation of water tanks.

Are there major coordination mechanism in place?

Following the first alert issued by the National Early Warning Center and the National Disaster Preparedness and Response Service (SENAPRED, by its initials in Spanish), the National Risk and Disaster Management Committee (COGRID) was activated to coordinate governmental actions in response to the emergency. The regional COGRIDs were also activated, led by the Presidential Delegates, with the participation of regional authorities, governors, SENAPRED Regional Directors, Regional Ministerial Secretaries, military authorities, Carabineros Zone Chiefs, and Fire Chiefs. At the communal level, the communal COGRIDs are led by the mayors of the affected communes, with the participation of the head of the communal risk management department, representatives of Carabineros, Firefighters and some non-governmental organizations such as ADRA, Red Cross and Movidos por Chile, among others.

Needs (Gaps) Identified



Shelter Housing And Settlements

The fires that devastated the municipalities of Valparaíso, Viña del Mar, Quilpué and Villa Alemana in the Valparaíso Region left 9,215 hectares burned, impacting urban, agricultural and forestry sectors. Among the areas most affected by the total loss were Los Almendros B, Villa Independencia, Villa Arauco, Alto Horizonte, El Olivar I, El Olivar II, Villa Hermosa, and Villa Rogers.

As a result of this emergency, a total of 39,528 people were affected, distributed mainly in Viña del Mar (31,703) and Quilpué (7,825). In addition, there are approximately 14,823 homes with damages of varying magnitude, ranging from minor damage to destruction, with 12,122 in Viña del Mar and 2,701 in Quilpué. According to the SENAPRED report, the number of deaths has risen to 133.

This situation has been coupled with a cross-sectoral needs assessment conducted among 1,359 households, which revealed that livelihood recovery and housing repair were considered priority needs. These priorities varied among communities according to their geographic location, although they mainly focused on receiving cash or material assistance to repair houses.

Affected families, especially those who lost their homes with all their belongings, have faced difficulties in accessing state assistance due to the location of their homes in encroachment zones or their irregular status in Chile. Those who managed to access emergency housing or built temporary wooden houses by their means face limitations in accessing necessities due to a lack of economic resources. Many of these people have found themselves in this situation because they are not registered in the Basic Emergency Registry (FIBE) and this has been evident in informal settlements.

However, at present, there are no active temporary shelters, and families are gradually returning to their communities in Viña del Mar, Quilpué, Villa Alemana, and Concón.



Health

People affected by the fires in the municipalities of Valparaíso, Viña del Mar, Quilpué and Villa Alemana, in the Valparaíso Region are affected in their mental health by the loss of homes, belongings, and loved ones and by the impact generated by the fires on their daily lives.

Alert levels have normalized, as access to primary health care services has been maintained in the areas affected by the fires. Likewise, chronic patients have received essential medicines.





Water, Sanitation And Hygiene

Drinking water service has been reestablished by the municipalities in the sectors affected by the fires. As a result, the communities have access to water for basic household needs in the same conditions as before the fires. However, there are still public bathrooms serving the community which, over the weeks, have improved in terms of hygiene and quality.



Protection, Gender And Inclusion

The impact of the wildfires in the Valparaíso region has been significant in the affected communities, generating risk factors for physical and mental health. During their operation, it was observed that the temporary shelters in which displaced families had to reside lacked minimum conditions such as adequate separation in the bathrooms, even though meeting basic needs in the rooms, and their hygiene.

On the other hand, despite the fact that the headquarters of several educational institutions were set up as shelters, the communities affected by the fires have accessed rental subsidies, and others have begun to rebuild their homes with their resources or have accessed emergency housing. This has led to a normalization of the situation and educational institutions have been slowly resuming their academic activities.



Community Engagement And Accountability

In the context of the Chilean Red Cross response to the wildfire emergency, essential needs have been identified that underscore the critical importance of community participation and accountability. The creation of effective communication channels becomes crucial to keep the community informed about the evolution of the fires and relevant safety measures. In addition, community training plays a key role in improving awareness of fire prevention and evacuation protocols.

The active participation of the community in the planning and execution of response actions is essential to ensuring a comprehensive and effective response. It is also essential to implement feedback mechanisms to evaluate the effectiveness of interventions and adjust them as necessary. Cultural adaptation and psychosocial care emerge as important needs in the specific context of wildfires, highlighting the importance of addressing the emotional and cultural impact on affected communities.

In this scenario, coordination with other organizations appears as a key strategy to maximize the effectiveness of the response and ensure an equitable distribution of available resources. These needs highlight that community participation and accountability are fundamental elements for a comprehensive and effective response to a wildfire emergency.

Any identified gaps/limitations in the assessment

No

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Plan of Action, the Chilean Red Cross aims to assist 9,885 people (1,977 families) affected by the forest fires in the municipalities of Viña del Mar and Quilpué, through the implementation of activities under mental health and psychosocial support, first aid, and cash assistance in the communities of Reñaca Alto, Villa Independencia, Población El Olivar, Villa Dulce, Canal Chacao, Camino troncal, and Población Pompeya during 4 months.

Operation strategy rationale

The proposed intervention will be carried out in accordance with the ongoing Damage and Needs Assessment (DANA) and impact data provided by government authorities. As such, the operational strategy is formulated based on official reports that align with the needs of the affected population, and the IFRC-DREF request is grounded in the significant scale of the emergency generated by forest fires in Chile.

The Chilean Red Cross recognizes the critical importance of addressing the extensive impact on affected households, families, and



deceased individuals, necessitating a comprehensive response. As such, the summary of the intervention by sector is as follows:

HEALTH:

At least 3,000 people reached through first aid and mental health care and psychosocial support services.

Health actions are aimed mainly at people staying in shelters, residents in affected areas and emergency teams deployed in the field. Furthermore, mental health and psychosocial support actions (MHPSS) are geared towards providing assistance to families grappling with the loss of homes and loved ones due to the emergency.

WASH:

Through WASH actions, the National Society strives to ensure the population's access to safe water and provide essential resources for proper water management, thereby reducing the risk of gastrointestinal diseases and fulfilling the community's hygiene requirements.

Sanitation and hygiene sensitizations will be conducted for 3,000 people (600 families), developing relevant and appropriate educational content, developing accessible and interactive sensitization sessions, and working to train community leaders to promote sustainability and maintain open channels of communication to support continued community action to improve sanitation and hygiene.

MULTIPURPOSE CASH:

The National Society endeavors to assist families through a Cash and Voucher Assistance (CVA) program. In this context, considering that the needs of no one individual or household are the same, being given the choice of what to purchase plays a vital role in preserving people's dignity. Besides, cash distributions would allow people to get to them quickly.

The multipurpose cash transfer program aims to reach 870 families (4,350 people) affected by the emergency. To calculate the amount, two criteria were considered: the basic family food basket costing \$65,046 CLP (59.45 CHF) and the minimum monthly income of \$460,000 CLP (420.46 CHF). In addition to this, the costs associated with the mobilization of people and the possible expenses associated with the purchase of their belongings (transfers) were considered, which amount to CLP \$21,980 (CHF 20.09). Consequently, considering the cost of living in Chile and the figures given above, a subsidy per family of CHF 400 has been calculated. However, it should be noted that a feasibility and market study will be conducted at the start of the operation to confirm this amount as well as the method of distribution.

Basic food basket: <http://tinyurl.com/CanastaBasicaFamiliarChile>

Minimum monthly income: <https://www.dt.gob.cl/portal/1628/w3-article-60141.html>

The aid provided by the State is aimed at families who have suffered slight to moderate damage to their homes. This aid will be distributed through the Banco Estado's rut account. The requirements for accessing this aid are to have the FIBE form and to have a bank account. However, as has happened in previous emergencies, this allowance has limitations. There is always a part of the population that has not been surveyed, and there is still a gap in aid for irregular migrants. This is due to the absence of current state mechanisms to assist these people, which perpetuates their marginalized situation due to legal loopholes in this area.

The government of Chile will implement assistance measures in response to the fires, as done in the past including recovery bonds around USD 750 and USD 1,500, shelter bonds around USD 360, and emergency e-pocket around USD 1,800 exclusively for reconstruction materials. In addition, other organizations such as TECHO will be providing shelter assistance to families. The National Society will cross-reference data with the government and other organizations to ensure that there is no duplication of response and efforts.

PROTECTION, GENDER AND INCLUSION:

A dignity and participation center will be put into operation in order to implement and develop interventions within the framework of this operation, providing first aid, psychosocial support, RFL (mobile connectivity points: Wi-Fi, phone calls and phone battery recharge stations, as well as documentation of tracing requests), and community meeting services, starting with the collection of information in focus groups to assess the most appropriate location, and also working on safe spaces for children, all with the aim of meeting the needs.

It is expected that this space will be available for at least 9,885 people (1,977 families).

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY:

Community activities will be included, such as focus groups with different age groups, gender and disability, as well as close contact with community leaders to tailor programs and actions to the specific needs of each affected community. For the Damage and Needs Assessment, questions on perceived needs and information preferences will be added to organize future informative actions. For the Cash Transfer Program, a WhatsApp line managed by dedicated volunteers will be established, and a space will be created on the web and social networks to inform people about the program. Regarding information about Red Cross actions, briefings will be held, and selected and non-selected people will be contacted by phone to explain the reasons, in addition to training volunteers for effective communication. During the operation in general, a hotline will be set up to receive opinions and complaints, focus groups and interviews will be conducted to monitor actions, and observation missions will be organized to extract lessons learned, thus contributing to a more effective operation adapted to the needs of the affected communities.



Targeting Strategy

Who will be targeted through this operation?

This operation will target communities affected by the forest fires in Chile, prioritizing assistance to those populations that have suffered material losses, forced displacement, separation or disappearance and other direct impacts as a result of the emergency. It is intended to assist 9,885 people (1,960 families) affected by the forest fires in the communes of Viña del Mar and Quilpué through mental health and psychosocial support, first aid, RFL services, cash assistance in the communities of Reñaca Alto, Villa Independencia, Población El Olivar, Villa Dulce, Canal Chacao, Camino Troncal, and Población Pompeya, during 4 months. The criteria for the selection of the target population will be established, considering various factors, to identify and attend to the most vulnerable and needy people.

After conducting a thorough assessment of various critical factors, the Chilean Red Cross decided to target 9,885 individuals, constituting 30% of those impacted by the emergency. Notably, the unpredictable and devastating characteristics of forest fires necessitate a strategic allocation of available resources, which are typically constrained during crises. Establishing a 30% target enables effective management of personnel, equipment, and supplies, ensuring a well-rounded and sustainable response without prematurely depleting essential resources.

On the other hand, by assisting 30% of the total number of people affected, the Chilean Red Cross aims to concentrate efforts on the most urgent areas and needs. This strategy aims to maximize the efficacy of aid and aid in safeguarding lives at immediate risk. Furthermore, this approach facilitates adaptation to the specific scale of the disaster, ensuring a proportionate and efficient response.

In the IFRC-DREF Operation launched in 2023 to address forest fires, the National Society assisted 63% of the affected individuals. However, in the current IFRC-DREF operation, the focus is on aiding 30% of those affected. Initially, this might appear to be a reduction. Nonetheless, in the former scenario, 63% equated to aiding 5,649 individuals out of a total of 8,967 affected, whereas in the present case, the NS aims to reach 9,882 individuals out of a total of 39,528 affected so far.

Explain the selection criteria for the targeted population

- Direct Impact of the Emergency: Priority will be given to individuals and communities that have suffered significant loss of housing (total or mostly severe damage) and livelihoods due to wildfires. The degree of affectation will be assessed to determine the urgency of assistance.
- Unmet Basic Needs: Those groups and individuals facing difficulties in accessing basic resources such as food, potable water, shelter, medical care, and RFL services will be identified. Assistance will be prioritized towards those whose living conditions are most precarious. Persons with protection needs, especially those related to the family separation of the disappearance of relatives will be also prioritized.
- Vulnerable Populations or with protection needs: Special consideration will be given to family groups with children under 5 years of age, the elderly, pregnant women, people with disabilities, and single-parent families, as well as migrants. Efforts will be made to address the specific needs of these groups to ensure an inclusive and equitable response.
- Limited Resilience: The capacity of communities to recover on their own will be assessed, prioritizing those facing the greatest obstacles to rebuilding and restoring their livelihoods. Additional support will be sought for those communities with limited resilience.

The selection criteria for the CVA program will be as follows:

- Exclusion from State Aid: Priority will be given to individuals who are not receiving or are not eligible to receive state aid.
- Total loss of housing: Priority will be given to individuals whose homes have been completely destroyed by the fire.
- Socioeconomic vulnerability: The level of income, access to resources, and other socioeconomic factors will be considered to identify the most needy families within the fire-affected community.
- Migration status: Migrants and refugees who may have been excluded from state aid due to their migration status will be included, ensuring their inclusion and protection in the cash transfer program.
- Specific needs: Priority will be given to those with specific needs, such as individuals with disabilities, the elderly, single-parent families, and other vulnerable groups.

These criteria will be applied equitably and fairly, ensuring that assistance reaches those who need it most and that disparities are effectively addressed in this humanitarian operation. Transparency and community participation will also be central to the selection process to ensure a fair response focused on the real needs of the affected populations.



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 address the wildfires in Chile, several safety and security issues must be carefully addressed to ensure the effectiveness of the humanitarian response. Some of the potential issues include:

1. Ongoing Fire Risks: The operation is being conducted in an environment affected by active wildfires, which may pose an ongoing risk to the safety and security of response personnel and affected communities. Robust safety measures and effective evacuation protocols must be implemented to protect teams in the field.
2. Restricted Access to Affected Areas: The intensity and spread of fires can result in areas that are difficult to access, complicating the timely delivery of assistance. The safety of personnel on the ground may be compromised due to challenging topography, the presence of active flames, and the possible presence of hazardous materials.
3. Population displacement: Displacement of entire communities due to wildfires can lead to tensions and conflicts in places of refuge, requiring careful management to avoid violent situations and ensure the protection of the displaced.
4. Risk of Looting: The loss of homes and property can increase the risk of criminal activities such as looting. The security of affected areas and the protection of the property of displaced persons are important concerns.
5. Vulnerability of Specific Groups: Vulnerable groups, such as women, children, and the elderly, may face additional risks in emergency situations, such as exploitation, abuse, and gender-based violence. Specific measures should be implemented to protect these groups.
6. Impact on Mental Health: Wildfires and the loss of housing can have a significant impact on the mental health of affected people. A sensitive response is needed to address the psychosocial aspects and ensure the emotional well-being of the affected population.

Addressing these safety and security issues requires 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

Planned Intervention



Multi Purpose Cash

Budget: CHF 372,750

Targeted Persons: 4,350

Indicators

Title	Target	Actual
Market and Feasibility Study conducted	1	1
Number of families reached with multipurpose cash transfer program	870	0
Percentage of households receiving cash transfers who are satisfied with the amount and the timeliness of the assistance provided	80	0

Progress Towards Outcome

1,358 families (4,320 people) have been surveyed in the municipalities of Viña del Mar, Villa Alemana, and Quilpué to select those to be assisted. Thus, in a disaggregated manner, work has been carried out in the following areas with the following number of families:

→ In Viña del Mar, the following communities were analyzed:



- ★ Villa Dulce / Ampliación: 4 families surveyed and 2 selected.
- ★ Villa Dulce: 9 people surveyed and 6 selected.
- ★ Other: 17 people surveyed, and 2 selected.
- ★ Achupallas: 25 people surveyed and 19 selected.
- ★ Sinai 2: 29 people surveyed and 19 selected.
- ★ Villa Hermosa: 37 people surveyed and 18 selected.
- ★ Pedro de Valdivia: 42 people surveyed and 26 selected.
- ★ Beagle Channel: 53 people surveyed and 31 selected.
- ★ United Nations: 62 persons surveyed and 43 selected.
- ★ Sinai 1: 98 people surveyed and 56 selected.
- ★ El Olivar: 220 persons surveyed and 158 selected.
- In Quilpué, the following communities were analyzed:
 - ★ Calichero: 18 people surveyed and 10 selected.
 - ★ Pompeya Sur: 94 people surveyed and 69 selected.
 - ★ Las Lomas: 110 people surveyed and 75 selected.
 - ★ Población Argentina: 174 people surveyed and 112 selected.
- In Villa Alemana, the following communities were analyzed:
 - ★ Patagual: 6 people surveyed and 6 selected.
 - ★ Quebrada Escobares: 19 people surveyed and 6 selected.
 - ★ Lo Hidalgo: 3 people surveyed and 1 selected.

This work was carried out through an online survey using the KoBo tool. Both the feasibility analysis and the distribution plan have been shared with the Cash and Voucher Assistance coordination in Panama for validation and to initiate the internal processing of the SWIFT transfer request.

So far, it has been defined that the delivery of cash will be made through Visa cards to the beneficiaries. This process will be carried out in April and May until the cards are delivered. The main delay in providing the CVA relied on the preparation and logistic process of obtaining the pre-paid cards.

For this activity, through the actions of community participation and accountability, we have implemented a program of satisfaction surveys of our community partners. These surveys are a tool to understand the needs and preferences of our users as well as to identify areas for improvement in our services.

These surveys have been designed to cover the whole family, which means that each survey reflects the opinions and experiences of multiple members of the family.



Budget: CHF 4,261
Targeted Persons: 3,000

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

Progress Towards Outcome

As planned, 10 first aid kits and supplies were purchased for use in the National Society's response activities. This equipment has been distributed as follows:

- ★ Regional Committee: 2
- ★ Limache Branch: 1
- ★ Quillota Branch: 1
- ★ Quilpué Branch: 2



- ★ Villa Alemana Branch: 1
- ★ Viña del Mar Branch: 2
- ★ Los placeres Branch: 1

Through first aid services, 2030 people have been reached so far (68% of the projected number). However, the Chilean Red Cross continues to provide first aid services in each of the activities carried out in the implementation of the operation.

Through psychosocial support services, 2,422 people were reached (81% of the projected).

To complement this support, there are plans to implement safe spaces in the community of El Olivar and in sectors of its area of influence from April until the end of the operation's activities; these psychosocial support activities are initially provided individually when required at the time of providing first aid and conducting surveys in the community. However, in coordination with the Gender Protection and Inclusion, Health, Social Welfare and Reestablishment of Family Contacts teams, the actions of the operation have been articulated in the protection and dignity centers or safe spaces to provide these services that will be implemented in the community of El Olivar and in the educational institutions of the same sector in April.

The National Society deployed training actions to 140 volunteers to provide psychological first aid services, psychosocial support and mental health assistance during the evaluation and survey process, as well as in other activities attributable to humanitarian actions in the communities of Reñaca Alto, Villa Independencia, Población El Olivar, Villa Dulce, Canal Chacao, Camino troncal and Población Pompeya. In addition, the technical capacity of the volunteers was strengthened with online psychosocial support training (psychological first aid) at the national level, in which 140 volunteers participated.



Water, Sanitation And Hygiene

Budget: CHF 3,195

Targeted Persons: 3,000

Indicators

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

Progress Towards Outcome

Community Training in Water, Sanitation and Hygiene

A training course in Water, Sanitation and Hygiene (WASH) was conducted to provide participants with the knowledge and skills necessary to effectively address queries related to water supply, proper sanitation, and hygiene practices, especially in emergency contexts or crisis situations. This involved face-to-face hand hygiene education activities, Hantavirus prevention education, and Safe Water education. This workshop was both theoretical and practical, and was held at the headquarters of the Chilean Red Cross Regional Committee in Viña del Mar, where 32 volunteers participated in person. Additionally, virtual training sessions were held via Zoom for 116 volunteers from different branches of the Chilean Red Cross.

Training Participants

As a result of the training, 148 volunteers belonging to the Valparaíso Regional Committee, the branches of Villa Alemana, Quilpué, Viña del Mar and Limache, Los Andes and Quillota participated. Of these, 116 were trained online in water, sanitation and hygiene in emergencies, while 32 were trained in person. On the other hand, of the 5,644 people in the community, 638 were trained in handwashing, 1,194 in Hantavirus prevention, 894 in water and sanitation, 192 in hygiene promotion, and 2,726 in awareness-raising on Water, sanitation and hygiene promotion in emergencies.

Community Training

This community training was provided to the communities with the support of 90 volunteers through group and individual talks with the support of informative banners and flyers, benefiting people in Viña del Mar in the communities of Villa Dulce, Achupallas, Sinai 1 and Sinai 2, Villa Hermosa, Pedro de Valdivia, Canal Beagle, Naciones Unidas; Pedro de Valdivia, El Olivar and Villa Independencia, the city of Quilpué in the communities of Calichero, Pompeya Sur, las Lomas and población Argentina and finally in the city of Villa Alemana in the communities of Patagual, Quebrada Escobares and los Hidalgos.





Protection, Gender And Inclusion

Budget: CHF 5,325

Targeted Persons: 9,885

Indicators

Title	Target	Actual
Number of people reached through the Dignity and participation center activities	9,885	0
Reestablishment of Family Links services provided	500	29

Progress Towards Outcome

Through the technical areas of Protection, Gender and Inclusion, Social Welfare, Health and Youth, the Chilean Red Cross has coordinated the necessary actions to implement protection and dignity centers or safe spaces with psychosocial support services, gender protection and inclusion, and the re-establishment of family contacts for people affected by the wildfires. These centers are planned to start operating in the second half of April. The centers' activities will be carried out on two weekdays with educational institutions and on weekends with the community in general, in all cases in the Olivar sector. These activities will address protection, gender, and inclusion issues tailored to different age groups and social contexts.

Through telephone calls, internet connections, and the recharging of cell phone batteries, the program was carried out to reestablish contact between family members. Along the same lines, we processed requests to search for missing people through the Chilean Red Cross secure line. Between the two activities, 29 people have been reached, of whom 15 are women and 14 are men. Activities to re-establish family contacts will continue until the end of the operation.



Community Engagement And Accountability

Budget: CHF 2,130

Targeted Persons: 7,908

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	14

Progress Towards Outcome

In order to disseminate information to the community, we plan to implement various community participation and accountability strategies in the protection and dignity centers and in the cash transfer program. These include two suggestion, complaint and denunciation boxes, a video testimonial booth and monitoring of deliveries in the distribution. In addition, printed flyers will be used to provide clear and accurate information on the money transfer program (guidance on the use of the cards at the ATM, a whatsapp line for queries and a contact email). This strategy will also involve an exit survey through the KoBo platform, where people will be able to express how they have been served by the Red Cross and the relevance of the assistance, which will result in understanding the needs and preferences of users and identifying what needs to be improved in the services provided by the Chilean Red Cross.





Secretariat Services

Budget: CHF 57,670

Targeted Persons: 0

Indicators

Title	Target	Actual
Number of deployments	1	1
Number of monitoring missions	7	4

Progress Towards Outcome

As part of the operation's Monitoring and Reporting activities, between February and March, the Head of the Southern Cone Cluster, the Southern Cone Programs and Operations Coordinator, the Southern Cone Financial Accountability Officer and the IFRC-DREF Senior Officer from the IFRC Regional Office in Panama made follow-up visits to the National Society and the operation's implementation zone. In March, the Ambassador of the European Union (EU) in Chile visited the affected area together with the Southern Cone Cluster Chief and the representative of the Chilean Red Cross.

To coordinate and facilitate the implementation of the operation's activities, the IFRC deployed an Operations Manager and a Finance Officer.

Similarly, on April 3, the National Communications Directorate held an on-site workshop to provide regional authorities with tools for communication in an emergency and guidelines to follow for external communications. Among the tools provided were pocket guides with key messages and a book with information from the workshop as a whole. Thirty volunteers and communications managers from subsidiaries in the Valparaíso region participated and will be able to use the lessons learned in their work during current and future operations.



National Society Strengthening

Budget: CHF 51,653

Targeted Persons: 0

Indicators

Title	Target	Actual
Number of lessons learned workshop	1	0
Number of insured volunteers	200	165
Number of staff hired	3	3

Progress Towards Outcome

To support operational and financial planning, together with the purchasing and procurement processes, three people were hired in the areas of coordination and finance (100% of the projected number). This made it possible to carry out the relevant procurement processes for the inputs needed to carry out the activities of the operation.

To ensure that the volunteer activities are carried out correctly, 165 of the volunteers who participated in the operation (100% of those involved) have been insured. It should be noted that so far no more volunteers have participated in the operation.



The lessons learned workshop will be held in person at the end of May in Viña del Mar, with the active participation of the executive management, risk management, health, social welfare, communications, gender protection and inclusion, cash transfer program, finance, national and local coordination of the operation, representatives of the regional committee of the Red Cross of Viña del Mar and volunteers who led and supported the implementation of the operation. It is estimated that 25 people will participate in the development of this workshop, where the activities, successes, results and actions to be improved during the implementation of the activities of the operation will be evaluated.

About Support Services

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

Volunteers and paid staff have been mobilized to respond directly to the emergency. Additional volunteers from nearby regions will be deployed to relieve local volunteers, reducing the impact on their mental health. Various volunteer teams with specific emergency support skills, such as IM/PMER, logistics, and health, will also be activated for a comprehensive and efficient response.

A total of 165 volunteers were involved in this operation, each equipped with insurance and necessary personal protection equipment.

Furthermore, the National Society hired key personnel to provide direct support during the operation, including:

- 1x National Field Coordinator,
- 1x Local Field Coordinator,
- 1x Administration/Finance Officer,

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

SURGE support was deployed for this operation:

- 1 x Operation Manager
- 1 x Finance Officer

The deployment of two surge profiles, an operations manager and a finance officer, was necessary to support the Chilean Red Cross by the International Federation of Red Cross and Red Crescent Societies (IFRC) in this wildfire operation, the second-largest after the 2010 earthquake.

The operations coordinator played a crucial role in managing and coordinating all activities related to the wildfire response, establishing an efficient management structure, coordinating with all involved parties, and ensuring operations are conducted in line with Red Cross objectives. Additionally, the presence of a finance officer was essential to properly manage the financial resources allocated to the operation, ensuring transparency in fund usage, coordinating with donors, and ensuring compliance with financial and accounting requirements.

Furthermore, the remaining needs for on-site support were addressed through specific visits by IFRC staff. These visits were scheduled according to the changing needs and priorities of the operation and included specialists in various areas such as strategic partnerships and resource mobilization (SPRM), Communications, Logistics, Health, Water and sanitation, and protection, among others. These visits ensured that the Chilean Red Cross received the necessary technical and operational support to effectively and satisfactorily respond to the wildfire emergency.

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

All acquisitions related to this operation followed the standard procurement procedures of the IFRC and the National Society's financial procedures. Additionally, adherence to Sphere Standards for the purchase of household items and procurement of home items was ensured. The National Society and the CCD for the Southern Cone coordinated with the Regional Logistics Unit of the Americas (RLU) for major acquisitions or replenishments. The National Society can conduct centralized procurement through its logistics staff at headquarters, ensuring the efficient provision of necessary supplies to respond to this emergency.

How will this operation be monitored?

Reporting on the operation was conducted following the minimum reporting standards of the IFRC. A final report will be published within three months after the completion of the operation, which will include the results of lessons learned. The CCD for the Southern



Cone assigned a specific Project Manager to support the National Society in this process.

Additionally, the IFRC's Finance team will provide the necessary support and guidance to the National Society's operations team to ensure compliance with IFRC policies and procedures during the execution of activities planned under the DREF framework.

Please briefly explain the National Societies communication strategy for this operation

Since day one, the Communications Department has been promoting the Red Cross effort, informing the public about potential weather-related risks, and supporting fundraising efforts. This is accomplished through press releases, media interviews, social media posts, and other activities. A fundraising campaign has been launched to encourage citizens and the private sector to help the families affected by the fire.

At the institutional level, the Department has developed operational guidelines for branches and committees, key messages and recommendations for spokespersons, and media management. The communication network of the Chilean Red Cross has been and will continue to be active in providing relevant information about the emergency.

To properly disseminate the impact of the IFRC-DREF operation, current and future needs include strengthening the capacity of Spanish- and English-speaking spokespersons, improving the capacity to collect and produce audio-visual material, and enhancing emergency communication skills at the branch level.



Budget Overview



DREF OPERATION

MDRCL017 - Chilean Red Cross
Chile: Fires

Operating Budget

Planned Operations	387.660
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	372.750
Health	4.260
Water, Sanitation & Hygiene	3.195
Protection, Gender and Inclusion	5.325
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	2.130
Environmental Sustainability	0
Enabling Approaches	109.322
Coordination and Partnerships	0
Secretariat Services	57.670
National Society Strengthening	51.653
TOTAL BUDGET	496.982

all amounts in Swiss Francs (CHF)



Contact Information

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

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[Click here for the reference](#)

