



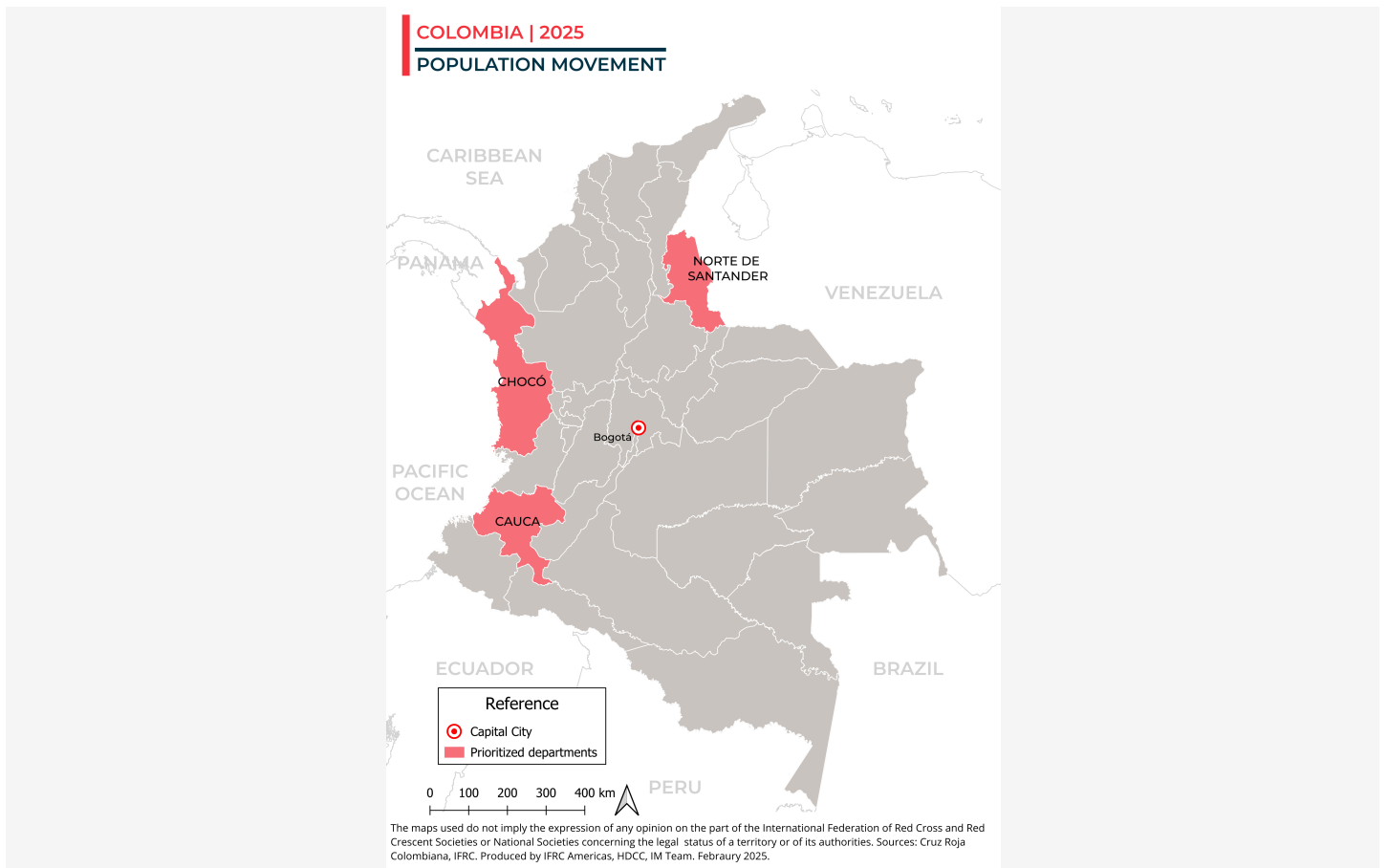
Delivery of humanitarian aid, Quibdó, Chocó. July, 2025

Appeal: MDRCO029	Total DREF Allocation: CHF 222,064	Crisis Category: Yellow	Hazard: Population Movement
Glide Number: -	People Affected: 83,167 people	People Targeted: 14,000 people	People Assisted: 14,414 people
Event Onset: Sudden	Operation Start Date: 06-03-2025	Operational End Date: 30-09-2025	Total Operating Timeframe: 6 months

Targeted Regions: **Cauca, Choco, Norte de Santander**

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, Germany, 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



Departments prioritized for Internal forced displacement. Source: IFRC, 2025

Date of event

18-02-2025

What happened, where and when?

Between January to March, at least 83,167 people were affected by the intensification of clashes between Non-State Armed Groups in the municipalities of Ábrego, Convención, El Tarra, San Calixto, Teorama, Hacarí, Sardinata and Tibú, in Norte de Santander. This escalation of violence generated unprecedented displacement in the region, with 57,756 people forced to flee their territories, highlighting that this is the largest mass displacement recorded in the last 28 years.

Considering this situation, the government declared a state of internal commotion and emergency (Decree 006, 24 January 2025). Due to the exceptional nature of this situation, the Colombian Red Cross-National Society requested the activation of an IFRC-DREF. To note that this is the first time that DREF solicited for this type of emergency, highlighting the exceptional nature of the situation.

The report of the Ombudsman's Office, dated 16 February 2025, warned about the humanitarian crisis in Norte de Santander, Cauca and Chocó due to clashes between non-state armed groups. The conflict left 57,756 people displaced and 25,411 people confined, affecting a total of 83,167 people. In addition to the previously mentioned regions, the Ombudsman's Office documented emergencies in Nariño, Valle del Cauca, Antioquia, Magdalena Medio, Arauca, Meta, Guaviare, Sur de Córdoba, Tolima and Putumayo; therefore, it was estimated that the number of people affected may be much higher.

In view of this situation, the Ombudsman's Office requested the National Government to take protective measures, the international community to reinforce humanitarian support and the armed groups to respect the rights of the population and cease the recruitment of minors.

Norte de Santander:



- 16 January 2025: Multiple clashes and attacks against the civilian population were reported in the Catatumbo sub-region, with violations of International Humanitarian Law (IHL).
- 17 January 2025: The destruction of at least 2,600 explosive devices was reported in Tibú, indicating high contamination by weapons.
- Between January and February 2025: More than 22 security events were documented, including clashes and selective homicides in rural areas, restricting humanitarian access.

The escalation of violence in the Catatumbo region generated a domino effect in other regions, such as the departments of Cauca and Chocó, which were also prioritised through this IFRC DREF.

- Cauca:
- 21 January 2025: An Early Warning was issued regarding the risk of the Western Bloc Commander Jacobo Arenas expanding into rural areas of Popayán. It warned that the group could impose territorial control, with adverse effects on civilian population.
 - February 2025: The advance of the Western Bloc Commander Jacobo Arenas was confirmed in the villages of Los Cerrillos, Las Mercedes, Santa Rosa and La Meseta, generating a risk of confinement and displacement.

- Chocó
- 4 January 2025: 558 people from the Afro-descendant communities of Puerto Martínez and Tripicay were confined due to clashes between the security forces and a non-state armed group.
 - 6 January 2025: 568 people from Wounaan indigenous communities were confined due to restrictions imposed by an armed group, preventing access to crops and basic services.
 - 7 February 2025: Displacement of 226 people from the communities of Puerto Murillo and Fujiadó to Noanamá due to fighting between armed groups.
 - 18 February 2025: A 72-hour armed strike was reported in the department by the ELN.



IFRC Monitoring visit in Norte de Santander Branch. August, 2025



Humanitarian aid in Argelia, Cauca. July, 2025.



Focal group in Quibdó, Chocó. July, 2025



Delivery of food kits, Quibdó, Chocó. July, 2025.

Scope and Scale

The escalation of violence in Norte de Santander caused a domino effect in the departments of Cauca and Chocó with subsequent mass-internal displacement in the country, generated a humanitarian crisis of great magnitude, aggravated by the constant clashes, confinement of communities and serious violations of International Humanitarian Law (IHL). Taking this context into account, the Colombian Red Cross requested the activation of the IFRC-DREF to respond to the needs of the affected population.

According to the Ombudsman's Office, as of February 2025, 83,167 people were affected, with 57,756 displaced and 25,411 confined. In addition, similar emergencies were documented in Nariño, Valle del Cauca, Antioquia, Magdalena Medio, Arauca, Meta, Guaviare, South of Córdoba, Tolima and Putumayo. Many displaced people lost their homes and were forced to live in precarious conditions, either in makeshift shelters, overcrowded or informal settlements without access to basic services. The most affected municipalities in Norte de



Santander include Tibú and Catatumbo, with high levels of contamination by explosive devices. In Cauca, the advance of armed groups in rural areas such as Los Cerrillos, Las Mercedes and La Meseta generated confinement and displacement. In Chocó, Afro-descendant and indigenous communities were trapped by the conflict, with restricted access to crops and basic services. Municipalities that received displaced populations include Cúcuta, Tibú and Ocaña (Norte de Santander); Quibdó and Istmina (Chocó); and Popayán, Balboa, Cajibío and Argelia (Cauca), where the massive arrival of families generated a crisis of attention and humanitarian assistance.

The main protection risks included selective homicides of social leaders and peace signatories, forced disappearances without state response, sexual and gender-based violence used as a control mechanism, forced recruitment of children and adolescents, confinement of communities that prevents access to food, health and education, presence of landmines and improvised explosive devices (IEDs) that limit mobility, forced displacement with loss of property and social disintegration, and mobility restrictions imposed by armed groups, affecting access to essential goods. Faced with this crisis, the Ombudsman's Office urged the National Government to strengthen protection, the international community to increase humanitarian aid, and the armed groups to cease hostilities and the recruitment of minors.

The Colombian Red Cross started its response operation in Norte de Santander with support from ICRC and Participating National Societies. The UN activated the CERF for 3.8 million USD for the first time in a long time (which was an indicator of the exceptional nature of the situation). According to the Ombudsman's Office, the affected people in the Cauca and Chocó department were in desperate need of assistance. This constantly evolving context therefore prompted the National Society to request the activation of this IFRC DREF.

During the last few months, new situations of violence arised in the departments that were prioritized in the framework of this DREF: In April, authorities reported that the armed conflict affected the department of Norte de Santander, reporting a second phase of displacement, mainly in urban areas, of approximately 13,000 people. Faced with this situation, local authorities reported an overflow of their capacity to care for displaced families. In June and July, a latent risk of a resurgence of situations of violence was reported in the department of Chocó, due to the presence of armed actors in the territory. This implied the imminent emergence of armed strikes, illegal detentions, and displacement of the most affected families from rural areas to urban centers. In the department of Cauca, occupations by non-state armed actors in certain rural villages in the municipality of Argelia was reported. This generated great difficulties in the delivery of humanitarian assistance to the confined communities, leading the NS to think of new alternatives for the delivery of humanitarian assistance to these families in the urban centers during the operation response.

Source Information

Source Name	Source Link
1. Early Warning 004-25, Ombdusman's Office, 17 February 2025	https://alertasstg.blob.core.windows.net/alertas/004-25.pdf
2. Situation Emergency Catatumbo, Colombia: Response and Capacity, ELC/GIFFM/EHP, n.d.	https://app.powerbi.com/view?r=eyJrjoiYjE3MzE2MWMtOGQ2Ny00Y2RiLTIiInZEtYWwYUxNGY3ZjU1IiwidCI6IjNIOTQyYWU0LWNkOTMtNGQzNy1iZTJmLTU5MzIiInDNjMTRiNyI9
3. Newsletter, Ombudsman's Office, 16 February 2025	https://www.defensoria.gov.co/documents/20123/3085684/CRISIS+HUMANITARIA+ENERO+FEBRERO+2025.pdf/5d3cdcac-2859-fc24-5e89-03671a55cd46?t=1739798738522
4. Bulletin 27 PMU, Government of Norte de Santander, 16 February 2025	https://x.com/apnnoticias/status/1891555966186881439
5. Early Warning 001-25, Omdusman's Office, 21 January 2025	https://alertasstg.blob.core.windows.net/alertas/001-25.pdf
6. Decree 0062, President of the Colombian Republic, 24 January 2025	https://www.camara.gov.co/sites/default/files/2025-01/DECRETO%200062%20DEL%2024%20DE%20ENERO%20DE%202025.pdf

National Society Actions

Have the National Society conducted any intervention additionally to those part of	No
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IFRC Network Actions Related To The Current Event

<p>Secretariat</p>	<p>The IFRC Country Delegation in Colombia provides support to the Colombian Red Cross in finance, operations, PMER, internal coordination with in-country Movement partners and external coordination with the humanitarian country team.</p> <p>For this emergency, IFRC team in Colombia supported the formulation of this DREF operation. In addition, support was provided to identify the departments and municipalities with the greatest needs, gaps and priority actions.</p>
<p>Participating National Societies</p>	<p>The German Red Cross supported the National Society with the establishment of a fixed medical team in the Cúcuta stadium, where food kits and hygiene kits were distributed to the vulnerable populations affected by the escalation of violence in Norte de Santander. The Norwegian Red Cross supported the Rapid Health Response team in its deployment to Ocaña, Norte de Santander, providing care in general medicine, mental health, psychosocial support and nursing. Additionally, the visibility of the Misión Médica had raised, ensuring that communities have access to these essential services.</p>

ICRC Actions Related To The Current Event

ICRC maintained channels of communication, including confidential and bilateral dialogue with emphasis on the protection and respect for the civilian population, as well as health assistance and access to impartial humanitarian organizations. Additionally, the ICRC was supporting local authorities and communities with the recovery of deceased persons, contributed to the payment of funeral expenses, it was also collecting missing persons requests as well as arrest allegations from families who lost contact.

In its Operational Partnership Agreement with the National Society, the ICRC supported activities in Norte de Santander covering some operational, logistical and volunteer support costs. ICRC also supported WASH actions, and delivered health kits for urgent medical care to several hospitals in Cúcuta, provided cash support to vulnerable people with urgent protection needs, and developed monitoring processes in the security context and humanitarian access. In Chocó and Cauca, they were supporting the NS in monitoring the situation.

For this intervention, coordination was developed with the ICRC to ensure that security conditions and Safer Access were present for the intervention of staff and volunteers of the National Society on the field.

Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>No</p>
<p>National authorities</p>	<p>The Government implemented strategies to mitigate the humanitarian crisis, including the distribution of 213.52 tons of food assistance in Norte de Santander. Psychosocial care was provided to victims of the conflict. In Norte de Santander, 64 evacuation flights were carried out, transferring 723 people, and security was reinforced in affected areas. Humanitarian supported affected communities, strengthened ethnic governments and provided mental health care. They also distributed food, promoted</p>



education within protective spaces and improved access to drinking water and sanitation. In Choco and Cauca, the situation was monitored due to the armed strike that began on 18 February until mid-March.

Even though the Government had not officially requested international assistance for the response to this crisis, the MOFA convened a meeting with the Humanitarian Country Team, in which international support was solicited, due to the magnitude and unprecedentedness of the events.

UN or other actors

OCHA closely monitored the situation and humanitarian needs in the affected departments, through the Local Humanitarian Coordination Teams.

In addition, several actors were involved in the displacement emergency response in Norte de Santander, starting January 2025. UNHCR, IOM, UNICEF, UNFPA, WFP, and other organizations centered their efforts in the providing of assistance to vulnerable communities in the areas of WASH, Shelter, PGI, Health, Education, and Livelihoods.

The United Nations allocated \$3.8 million from the Central Emergency Response Fund (CERF) to support displaced populations and host communities in the Catatumbo region. Nonetheless, the needs remained enormous due to the number of people affected, especially considering the escalating needs in the departments of Norte de Santander, Chocó and Cauca, and for this reason, the support from the NS was identified

Are there major coordination mechanism in place?

At the national level, the National Unit for Attention and Reparation to Victims was the institution in charge of coordinating the response to the emergency together with the National System. The Colombian Red Cross participated in the Unified Command Post (PMU) and The Municipal Departmental Councils, of Civil Defense and the Ombudsman's Office; through the leadership of the local governments. The Colombian Red Cross together with other response institutions and technical monitoring institutions, also participated in the National Crisis Rooms and coordination spaces at the Departmental and Municipal levels, which allow the National Society to take decisions based on evidence and knowledge. In addition, the National Society is part of and participates in the Humanitarian Country Team (HCT), a space to support and complement the response to emergencies caused by armed violence and natural disasters, with emphasis on areas of difficult access and affected populations.

Within the Movement, the National Society activated their Crisis Room to ensure coordination of Movement response in support of the Branches. A high-level Movement coordination meeting took place late January and was attended by IFRC, ICRC and the PNSs present in the country (German, American, Spanish, Norwegian, Canadian and Italian RC), to deepen efforts as a Movement. During this meeting the National Society presented their Action Plan for the emergency highlighting the volatility of the situation and gaps.

Needs (Gaps) Identified



Shelter Housing And Settlements

Displaced persons have had to resort to lodging in the homes of relatives or friends. Likewise, different organizations offered lodging services in hotels, or in short-stay temporary lodgings, which means that access to safe places with basic hygienic conditions and adequate for human dignity is limited, generating overcrowding and precarious conditions.

In Norte de Santander, municipalities such as Cúcuta and Tibú received thousands of displaced persons, exceeding the capacity of the shelters. In Cauca and Chocó, many displaced families have had to settle in improvised housing without access to basic services such as basic tools required for food security.

Coordination mechanisms with other humanitarian actors that provide these services identified the delivery of food, kitchen and tableware kits as complementary services that the Colombian Red Cross can offer.





Livelihoods And Basic Needs

The confinement limits agricultural production and product commercialization, which seriously affects food security. In Norte de Santander, Cauca and Chocó indigenous and Afro-descendant, and farmer communities that depend on agriculture had been affected in the access to their crops due to the occupation of their territories by armed groups. In Norte de Santander, road closures and control of commercial routes caused shortages of food and basic products in several rural areas. In Chocó, the displacement of coastal communities forced them to abandon their fishing and agricultural activities. The provision of family markets is vital to ensure that these communities are fed while their livelihoods are being restored. Particularly, in February, during the coordination meeting with the National Society Headquarters, the Norte de Santander Branch requested assistance with food kits and other humanitarian assistance in emergency.



Health

Displacement due to armed conflict causes multiple physical and psychosocial impacts related to the violent actions that force communities to flee their territories to save their lives and integrity. Since people must walk for long days to reach other municipalities to take shelter for a few days while the intensity of armed actions decreases, during the journey they may cause different physical health problems, such as wounds, skin burns and dehydration. The main psychosocial effects caused by the conflict are related to fear, anxiety, distrust, uncertainty and generalized fear. Due to the magnitude of the event, it was a need to strengthen the knowledge and skills of the volunteer team to provide physical health care and psychological first aid in critical situations that may arise during the development of the actions of this DREF.

Additionally, the rapid development of the operation in the Catatumbo sub-region, located in the department of Norte de Santander, and the involvement of volunteers and personnel for more than a month generated the need to develop psychosocial deactivation activities with collaborators directly involved during the response to this emergency.



Water, Sanitation And Hygiene

Forced displacement obliges many families to settle in temporary shelters with limited access to hygienic conditions, due to the lack of adequate hygiene facilities in temporary settlements and, in many cases, the overcrowded conditions in which they were located. Forced displacement is characterized by the sudden departure of communities from their homes, making it impossible for people to take their personal belongings, and therefore their personal hygiene implements, with them. In the confinement areas, the population cannot go out to look for basic implements for their survival, nor personal hygiene implements, to prevent the risk of diseases and the maintenance of dignified conditions within the displaced population. Therefore, the delivery of hygiene kits differentiated by age and gender was essential to improve sanitary conditions and prevent diseases.



Protection, Gender And Inclusion

In Norte de Santander, Cauca and Chocó, the armed conflict generated risks such as forced disappearance, child recruitment, gender violence and accidents caused by explosive devices. Therefore, it was necessary to implement actions to mitigate these impacts, strengthen community orientation on access to rights, humanitarian aid and risk prevention.

According to the governor of Choco, 80% of the department has the presence or suspicion of explosive artifacts, which caused the need to disseminate key messages on safe behavior in the face of contamination by weapons, to reinforce the protection of the affected communities.

In Cauca and Chocó, Afro-descendant and indigenous communities were forced to migrate to the cities, where they may suffered discrimination and difficulties in accessing their rights, goods and services.



Migration And Displacement

Norte de Santander is the main host department for migrants from Venezuela due to its location on the border, many people displaced by the conflict seek refuge in this department, where resources are limited to address the dual crisis of internal displacement and migration. Therefore, it is possible that the migrant population has been doubly affected by the armed conflict.





Community Engagement And Accountability

Due to access constraints in several areas, particularly in Chocó and Cauca, local authorities faced limitations in carrying out context analyses and needs assessments with affected communities. As a result, information from these areas remained limited, and the support of the Red Cross was required through its Community Engagement and Accountability component to help collect community-level information.

Operational Strategy

Overall objective of the operation

Through this DREF Operation, the Colombian Red Cross aimed to support 14,400 people (3,600 families) who have been displaced and affected by the armed conflict in the departments of Norte de Santander, Chocó and Cauca during 6 months, through the lines of intervention of livelihoods and basic needs, shelter housing and settlements, health, water, sanitation and hygiene, protection, gender and inclusion, and community engagement and accountability.

At the end of the operation, 14,414 people (3,955 families) were reached in the departments prioritized.

Operation strategy rationale

This DREF supported the response to multiple needs that arised because the escalation of violence and exceptionality of the emergency event, which prioritized support to families that were displaced in the departments of Norte de Santander, Chocó and Cauca.

The prioritized municipalities in the operation were:

- Norte de Santander: Cúcuta, Ocaña, Tibú, Abrego.
- Chocó: Quibdó, Istmina
- Cauca: Popayán, Argelia, Cajibío, Balboa

The contemplated actions by sector of intervention included:

1. Shelter:

The volunteers supported the delivery of kitchen kits and tableware set kits and the filling out of the documents for verification sources. Deliveries were developed according to the situation of the region, with the accompaniment of municipal mayor's staff and community leaders to ensure the proper delivery of these items to the affected people and families according to the situation of the region.

2. Livelihoods and basic needs:

One of the greatest needs identified in the field is access to essential services such as food. This operation supported displaced families, identified and assessed by the Red Cross, municipal mayors' offices and community leaders. Deliveries were made with the accompaniment of municipal mayors' staff and community leaders. The kits delivered by the Colombian Red Cross follow the guidelines and minimum standards established according to the humanitarian assistance manuals of the IFRC, the National Unit for Disaster Risk Management (UNGRD) and the National Society's own standards, as well as the Sphere project standard and the standardization manual for emergency humanitarian aid for Colombia of the UNGRD.

3. Health:

It was necessary to reinforce the volunteer's knowledge and capacity of physical and psychological first aid to support the affected people if necessary, during field activities and distributions. Likewise, needs were identified to carry out emotional deactivation processes with volunteers and personnel involved in the operation, particularly in Norte de Santander; in Chocó and Cauca, emotional deactivation was also contemplated at the end of the intervention, taking into account that the National Society was developing its own health response actions from the beginning of the event through the deployment of emergency rapid response medical teams and mobile health units.

3. WASH:

With the support of the volunteers, the delivery of hygiene kits differentiated by age was carried out. The above with the accompaniment of local authorities and community leaders. These kits were delivered to each branch office for people who were displaced to urban centers or nearby areas, taking into account the priorities presented by the branch offices.

4. Protection, Gender and Inclusion:

Through the actions of volunteers, promotional and guidance activities were carried out on access routes to legal mechanisms for assisting victims of armed conflict. To this end, the Colombian Red Cross contacted local authorities in order to disseminate the official information established for the territory. In addition, sensibilization on the risk of explosive devices through the dissemination of radio messages was developed on safe behaviours related to weapons contamination to give basic information to the community and mitigate



the risks of accidents or incidents in the presence of explosive devices.

5. Community Engagement and Accountability:

Community surveys, interviews with local leaders, focus groups and participatory meetings were implemented to better understand the needs of the population. In addition, radio channels and digital tools were used to strengthen two-way communication with communities, allowing them to receive reports and feedback on the situation on the field. This approach ensured that the humanitarian response was based on reliable information and the priorities expressed by the affected communities. In addition, field visits were developed to update the needs and context analysis, assess humanitarian needs and protection risks, and identify the response capacities of each Branch. This assessment was planned for Cauca and Chocó.

This DREF complemented the National Society's response plan for the crisis in the departments of Norte de Santander, Chocó, and Cauca, focused on the most urgent needs identified in the field.

Additionally, this DREF aligned with and complemented efforts developed by Movement Partners, humanitarian organizations and the government. For instance, the German and Norwegian Red Cross were primarily supporting health services, while the International Committee of the Red Cross (ICRC) initially focused on protection measures and facilitating humanitarian access.

At the same time, the CERF allocation provided critical emergency assistance to 42,700 people, including displaced populations and host communities, primarily in Norte de Santander. This response covered food assistance, emergency shelter, essential household items, access to safe water and sanitation, education, and protection services, with a particular focus on child protection and gender-based violence. The funding served as an initial response to address urgent needs over the next three months while additional resources were mobilized.

Finally, regarding the exit strategy for this operation, it is worth highlighting that the Colombian Red Cross, with the support of the German Red Cross and IFRC, developed an Early Action Protocol for complex crisis aimed at mitigating the risk of a population movement to turn into a humanitarian crisis.

Targeting Strategy

Who was targeted by this operation?

This IFRC-DREF prioritized attention to people displaced by violence in the departments of Norte de Santander, Chocó and Cauca, mainly from the municipal capitals coming from rural areas.

The municipalities prioritized in the framework of this operation were considered taking into account the presence of the Colombian Red Cross in the field, humanitarian access, logistical conditions, operational security, the presence of other humanitarian actors and other resources.

The distribution of assisted people by departments as follows:

- Norte de Santander: 8,000 people (2,000 families)
- Choco: 4,000 people (1,000 families)
- Cauca: 2,000 people (500 families)

It is worth highlighting that this DREF interventions initially aims to target displaced populations, but not confined populations due to the implications in terms of access and security.

Explain the selection criteria for the targeted population

Priority was given to families that have not been reached with humanitarian assistance by the National Risk Management Unit or families that require additional and complementary support from the Colombian Red Cross.

The criteria for prioritizing families and the population to be served were as follows:

- Families with children under 5 years old.
- Families with pregnant or breastfeeding women or adolescents.
- Families with members with disability (physical, mental, sensory, or intellectual) or with chronic or degenerative diseases that make it impossible for them to work.
- Families with two or more dependents per adult of working age and able to work (dependency ratio equal to or higher than 2): dependents are persons under 18 and over 60, and persons with disabilities.
- Persons at risk of protection (due to armed conflict).
- Single adult heads of household with dependent children.
- People over 60 years of age.



Kitchen and cooking kits were prioritized for individuals in shelters who did not received these items from other partners or funding sources. Meanwhile, food kits were distributed to displaced families based on the identification process carried out by the Colombian Red Cross and local disaster management committees in host municipalities.

It is worth highlighting that some families, particularly those in shelters, may receive kitchen kits, tableware, and food kits, based on the assessment carried out by the National Society.

Total Assisted Population

Assisted Women	-	Rural	51%
Assisted Girls (under 18)	-	Urban	49%
Assisted Men	-	People with disabilities (estimated)	1%
Assisted Boys (under 18)	-		
Total Assisted Population	14,414		
Total Targeted Population	14,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	No
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Psychosocial health risks	<p>Strengthen the capabilities of volunteers to provide psychological first aid in critical situations that may arise during the development of this DREF's actions.</p> <p>Implement strategies that promote emotional stability through psychological support, psychosocial accompaniment and self-care mechanisms that allow them to manage stress and the emotional burden of their work.</p>



<p>Administrative and supply-chain risks including potential delays in the procurement of items</p>	<p>Establishment of compliance measures with suppliers in relation to the logistics processes linked to the contract.</p> <p>Planned support from IFRC procurement team.</p>
<p>Protection and security risks due to the presence of armed actors in the area where armed confrontations may generate a risk for access to some areas.</p>	<p>Ensure that all personnel have the necessary insurance prior to deployment and verify that they have completed the security training courses required by IFRC.</p> <p>Prior induction and training in Operational Security, delivery of the 1000 Series Manual to the Branches and Operational staff involved.</p> <p>Operational Communication in Humanitarian Intervention, as well as adequate briefing prior to any mission.</p> <p>Prior security monitoring with ICRC support at local and national level.</p> <p>Institutional visibility and identification, through the provision of Colombian Red Cross badges, indicative and protective badges for all vehicles used in the operation, as well as "No Weapons" stickers for institutional vehicles.</p> <p>Continuous information and follow-up during the development of humanitarian intervention activities.</p>
<p>In the department of Choco, an armed strike has taken place on the 18 February. It is possible that other armed strikes take place during the time of the operation.</p>	<p>Continuous coordination between the National Society and ICRC is planned. Even though some field operations may be subject to sudden rescheduling or may be paused, the national coordination and management actions will continue throughout the whole of the operation.</p>
<p>Access and mobility risk due to restrictions imposed by armed actors that hinder access to main roads.</p>	<p>Priority has been given to host municipalities and therefore accessible for humanitarian assistance.</p> <p>The identification of needs will make it possible to verify the status of and access to the communities by means of land transportation in accordance with the current conditions of the territory.</p> <p>Continuous monitoring through local teams and the information and telecommunications center and crisis room to analyze the dynamics of risk scenarios.</p> <p>Synergy with National Entities such as the National Unit for the Attention and Reparation of Victims, the Ombudsman's Office, the Governor's Office, the Municipal Mayor's Office, Municipal and Departmental Councils.</p>
<p>Physical health risks</p>	<p>Strict use of personal protective equipment (PPE) for volunteers and operation support personnel.</p> <p>Attention to self-care and public health measures for the Colombian Red Cross.</p> <p>Strengthen the capacities of volunteers to provide physical health care in critical situations that may arise within the framework of the DREF project.</p>



Please indicate any security and safety concerns for this operation:

The main security concerns for the operation included access restrictions imposed by armed actors, attacks on humanitarian missions, presence of explosive devices (anti-personnel mines, unexploded ordnance and booby traps), violence against the civilian population and armed strikes that may limit the mobility of humanitarian personnel.

To mitigate these risks, the intervention was developed on an operational security approach, prioritizing safe access, constant monitoring of the context and coordination with local actors to ensure the delivery of assistance without compromising the integrity of staff or the communities served.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 14,884
Targeted Persons: 4,800
Assisted Persons: 4,258
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of families supported with kitchen kits	600	600
# of families supported with tableware set kits	1,200	1,200

Narrative description of achievements

- The Shelter, Housing, and Settlements line provided support to families affected by displacement by delivering kitchen kits containing essential items such as pots, pans, chocolate pots, grinders, spoons, and matches, designed to provide the minimum conditions for food preparation. This assistance provided families with a temporary and adequate solution that helped to preserve their minimum vital well-being during the emergency. In addition, tableware kits were distributed, including everyday items such as plastic plates and bowls, with the aim of facilitating the consumption of food in safe and hygienic conditions.

Lessons Learnt

- Enforcing strict procurement procedures in emergency operations for DREF operations is key to delivering humanitarian assistance in a timely and efficient manner. Through direct instruction from the National Society's General Directorate regarding the priority of DREF operations.
- It is essential to understand that each territory has its own particular dynamics, including climate, cultural practices, social structure, vulnerabilities, and forms of community organization, which must be reflected in the type of differentiated humanitarian assistance provided. In this regard, it is suggested that a contextualized and intercultural approach be incorporated, allowing for an investigation of which specific elements of humanitarian assistance are most appropriate and functional for communities from a technical perspective, their worldview, and their ways of life. This will contribute to providing effective, relevant, accepted, and useful humanitarian assistance, strengthening the cultural relevance and positive impact of the humanitarian response.



Challenges

- In general, the same challenges arise as in the “Livelihoods and basic needs” line of action, where the purchasing processes established by the National Society did not respond to the needs of the emergency event and the operational times proposed by a DREF.
- In the department of Cauca, due to changing security and access dynamics, as well as the capacity of local suppliers, it was challenging to cover the planned amount of supplies.



Livelihoods And Basic Needs

Budget: CHF 81,538
Targeted Persons: 12,000
Assisted Persons: 12,900
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of families supported with family foods kits	3,600	3,545

Narrative description of achievements

• Fundamental support was provided to families affected by displacement through the delivery of food kits containing essential food items selected to ensure a basic, safe, and appropriate diet, helping to meet the nutritional needs of households during the emergency period. The selection of products took into account aspects such as ease of storage, preparation, and shelf life, ensuring that they were appropriate for the context and access conditions of the affected communities. This assistance was designed and structured in accordance with the guidelines of the Sphere Project, the leading manual of quality standards in humanitarian response.

Lessons Learnt

- The procurement processes were complex, given the challenges associated with acquiring items within the timeframes established by the DREF and the latent needs in the territory. This experience highlights the need to strengthen the National Society's logistical and administrative mechanisms, including specialized procurement processes during emergency response operations.
- The importance of maintaining direct communication between the technical team in charge of the operation and the support areas (purchasing and logistics) is recognized in order to share timely information and ensure that product procurement is carried out taking into account the local context and specifications, avoiding contingencies and delivery delays.

Challenges

- Ensure proper preservation of products, ensuring that they arrive at their destination free from damage caused by animals or rodents, as well as preventing deterioration due to exposure to heat or humidity. Challenges were identified in the perception of some communities, such as the department of Cauca, given that the food provided does not always align with traditional knowledge, food practices, cultural practices, and local consumption habits, especially with regard to processed or industrialized foods that are not part of their usual diet.
- There is a clear need to move towards a cultural contextualization of food kits, adjusting their content in accordance with the nutritional and logistical criteria of each prioritized department. It is recommended that future operations incorporate community consultation mechanisms, as well as criteria of cultural relevance and sustainability, in order to strengthen the effectiveness, acceptance, and ownership of the food assistance provided.



Health

Budget: CHF 3,581
Targeted Persons: 45
Assisted Persons: 53
Targeted Male: -
Targeted Female: -



Indicators

Title	Target	Actual
# of volunteers updated on physical first aid	45	53
# of volunteers updated on psychological first aid	45	54

Narrative description of achievements

- The Health intervention line provided essential support to the Norte de Santander, Cauca, and Chocó branches by conducting physical first aid workshops and psychological first aid workshops for volunteers, with the aim of strengthening their skills, expanding their knowledge, and consolidating their expertise in emergency care. A total of 53 volunteers were trained directly, receiving theoretical and practical training on how to respond appropriately to medical emergencies or accidents, including initial patient assessment, stabilization of vital signs, and safe transport.
- The workshops also included essential components of psychological first aid (PFA), aimed at providing tools to offer basic emotional care and support to people who have experienced traumatic events, personal crises, or situations of high emotional impact. This training allowed volunteers to strengthen their skills in intervening with empathy, active listening, and stress management, both in their operational role and in their self-care role.
- The strategy included promoting the mental and physical health of volunteer staff, raising awareness about self-care and the importance of teamwork and effective communication in emergency situations. Thanks to these actions, the local response network was strengthened, becoming more prepared, resilient, and aligned with the institutional protocols of the Colombian Red Cross, contributing significantly to improving the response capacity to critical situations in priority areas.

Lessons Learnt

- Importance of ongoing training: Training in physical and psychological first aid proved to be a key tool in ensuring a timely and effective response in emergency situations. The need for ongoing training processes to update volunteers' knowledge and reinforce their practical skills was evident.
- Integration of the psychosocial component: The inclusion of the Psychological First Aid Workshop was essential in addressing the emotional impact during crises. This experience highlights the importance of continuing to promote this knowledge as a cross-cutting theme in all DREF operations.
- Focus on self-care for volunteers: The training sessions showed that the emotional and physical well-being of volunteers is essential to ensuring quality care for families and communities prioritized during the emergency. It was noted that including opportunities for self-care contributed significantly to the sustainability of teamwork.
- The coordination between the Norte de Santander, Cauca, and Chocó Branches allowed for the sharing of experiences, resources, and effective strategies. This exchange reinforced the importance of maintaining fluid communication channels and permanent coordination mechanisms between the different Branches.

Challenges

- Maintaining continuity in training is a challenge, especially in contexts where financial, logistical, and time resources are limited.
- High volunteer turnover and difficulties in maintaining their availability over long periods impact the consolidation of trained teams. It is suggested that strategies be created to motivate, recognize, and retain human talent.
- In regions such as Chocó, Cauca, and Norte de Santander, security conditions hinder the timely entry of humanitarian response teams.



Water, Sanitation And Hygiene

Budget: CHF 35,268
Targeted Persons: 5,100
Assisted Persons: 5,100
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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# of people who receive differentiated hygiene kits	5,100	5,100
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Narrative description of achievements

- The Water, Sanitation, and Hygiene (WASH) intervention line provided essential support to families affected by displacement by delivering hygiene kits tailored to men, women, young people, and children under 5, which included essential items for personal care and disease prevention during the emergency. These kits were specifically designed to meet the particular needs of each group, ensuring an inclusive approach that was sensitive to gender and age differences. Among the items delivered were soap, towels, toothbrushes, toothpaste, toilet paper, sanitary napkins, razors, baby diapers, wet wipes, and other products aimed at preserving the health, dignity, and well-being of displaced families.
- The implementation of this strategy immediately improved the living conditions of affected families, helping to prevent outbreaks of disease and promoting healthy habits in temporary or shelter environments. The WASH intervention responded to an urgent need by supporting the safe, sustainable, and life-protecting recovery of families.

Lessons Learnt

- The delivery of hygiene kits tailored to the needs of men, women, young people, and children under five was key to ensuring a more inclusive and effective response. It should be noted that incorporating a gender and age-based approach from the planning stage improved the acceptance and proper use of the supplies delivered.
- It is suggested that educational initiatives focusing on sanitation and hygiene in order to achieve a sustained impact, particularly in terms of healthy habits. In emergency contexts, this could make a significant contribution to communities.
- Collaboration with local authorities made it possible to optimize resources and avoid duplication. The need to maintain open channels of communication and constant coordination mechanisms to improve the coverage and scope of operations is highlighted.

Challenges

- Among the main challenges identified are national procurement processes and local logistics capabilities: In the Chocó Section, challenges arose due to limited personnel to carry out planned activities. On the other hand, in the Cauca Section, operations were affected by the complex security situation, characterized by the presence of armed actors, ongoing clashes, and constant changes in access conditions, requiring the rescheduling of activities and the adoption of mitigation measures to safeguard the integrity of staff, volunteers, and prioritized families.



Protection, Gender And Inclusion

Budget: CHF 6,709

Targeted Persons: 30

Assisted Persons: 33

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of radio spots on safe behaviors regarding weapon contamination in Choco and Cauca	4	4
# of PGI ENI deployed in Chocó	1	1
# of volunteers updated on Safe Access routes to rights and GBV prevention in Choco and Cauca	30	33
# of documents formulated with the risk analysis for the protection of children within the framework of the operation	1	1



Narrative description of achievements

- The Protection, Gender, and Inclusion (PGI) line played a key role in the DREF Displacement project by integrating a cross-cutting approach that enabled a more targeted response to the risks and vulnerabilities present in affected communities, with a special focus on children and other groups at greater risk.
- As part of the operation, a volunteer (ENI) PGI was deployed to the department of Chocó, where they provided support in implementing actions aimed at strengthening protection, gender mainstreaming, and social inclusion. His work focused on identifying and removing barriers to access to humanitarian services, ensuring that assistance reached all affected families in a fair, safe, and equitable manner, without discrimination. This technical support improved coordination between operational teams and communities, raising staff awareness of human rights, equity, and protection of at-risk populations.
- The volunteer refresher workshop strengthened the institutional capacity of volunteers to provide more informed and sensitive primary care to victims, consolidating the Branch's preparedness in humanitarian accompaniment processes with a rights-based approach.
- The radio spots campaigns promoted messages of prevention, self-protection, and safe behaviors, encouraging the active participation of communities in risk reduction initiatives and strengthening the culture of peace and security in the most affected areas.

Lessons Learnt

- The presence of the (ENI PGI) on the ground, particularly in Chocó, was key to ensuring the practical application of the protection and equity approach. Its technical support made it possible to adapt activities to local realities and strengthen the capacities of the Branch teams.
- The Workshop on the Victims Law showed that strengthening volunteers' legal and social knowledge on human rights issues and care pathways increases their capacity to respond to emergency situations. This training enabled teams to provide more comprehensive and empathetic support to victims of armed conflict.
- The DREF operation highlights that humanitarian teams require ongoing training on gender, protection, and inclusion issues to maintain consistency between institutional principles and field practices. Constantly updating knowledge strengthens response capacity with a more humane and respectful approach.

Challenges

- Specific capacities in protection, gender, and inclusion information is limited, especially in branches with less operational capacity. It will be necessary to implement actions in continuous training, technical support, and the creation of local PGI teams capable of ensuring the sustained and contextualized application of the approach.
- In contexts such as the departments of Chocó and Cauca, the security situation and mobility restrictions continue to be an obstacle to carrying out activities in the territory, requiring ongoing context analysis and a willingness to reschedule activities to ensure safe access for humanitarian personnel.



Community Engagement And Accountability

Budget: CHF 3,581

Targeted Persons: 30

Assisted Persons: 30

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of activated feedback mechanisms	1	1
# of staff/volunteers oriented (refresher training) on CEA and community feedback mechanism	10	71
# of people participating in community focus group and interviews for feedback	30	30



Narrative description of achievements

- The Community Participation and Accountability line made a significant contribution to the DREF, such as the implementation of feedback mechanisms through communication channels such as Cruz Roja Te Escucha (Red Cross Listens to You), email, a national toll-free number, and a WhatsApp line, which encouraged communities to share their opinions and perceptions regarding the project's development.
- Similarly, the CEA workshop was implemented in the Chocó and Cauca branches, where employees and volunteers received guidance on community participation and feedback mechanisms with communities. They were provided with informative tools about the communication channels, questions and answers as a practical resource, and key responses to support volunteers in their interaction with the community and ensure that the information provided is clear and accurate.

Lessons Learnt

- Actively include other members of the family unit in listening and consultation spaces, especially young people and children. Their participation will provide a more complete picture of the impacts of the emergency, especially in emotional, educational, and social terms, which are not always visible in the responses of adults. Including these voices will also strengthen community ownership of the response process by promoting respect for the principle of inclusive participation, where all affected persons have the right to be heard.
- The implementation of training workshops on CEA and feedback mechanisms, which included practical exercises and emergency response simulations, was recognized as a good practice. These activities not only provided technical knowledge, but also prepared volunteers to respond quickly, ethically, and empathetically in complex contexts, improving their performance and the quality of their relationships with communities. It is recommended that this type of training be institutionalized as part of the emergency preparedness and response plan.

Challenges

- The ongoing armed conflict in the department of Cauca stands out, creating various challenges and difficulties for the effective execution of the operation and limiting safe access to certain areas of the territory. The presence of armed actors prevented the local team from entering communities in the municipality of Argelia, restricting the movement of humanitarian personnel and information gathering.
- Challenges identified with the CEA line and the feedback mechanism activated are recognized, as it is a tool that is in the process of being implemented by the National Society, which resulted in limited information and its application presented logistical challenges regarding the guidelines for activities.



Secretariat Services

Budget: CHF 11,022

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of missions developed by the procurement/logistics regional focal point	1	1
# of monitoring visits conducted	3	3

Narrative description of achievements

- The support provided by the IFRC enabled the National Society team to advance the implementation of the operation's activities at the local and national levels with technical and administrative support, with the aim of making timely decisions in response to contingencies that may arise in an emergency response operation.
- The support of the Regional Office enabled the National Society and IFRC procurement teams to come together to evaluate mechanisms for acquiring/purchasing the supplies needed for the response, observing different implementation models and promoting the exchange of knowledge and good practices that the IFRC has had in the region.
- Through monitoring visits, contributions were made to the positioning of the Colombian Red Cross branch network prioritized by the operation, identifying in a timely manner local requirements that needed to be met to ensure compliance with the proposed indicators.



Lessons Learnt

- The constant support of the IFRC allows local teams to safely move forward with the proposed operational strategy, as well as to resolve any administrative and technical issues that arise during the operation. In addition, although the presence of the IFRC in the field represents an additional effort for the local team, it motivates volunteers and promotes the positioning of the Branches for future interventions.
- It is necessary to have firsthand knowledge of the capabilities of the local branches, the socioeconomic conditions of the area, and the authorities and institutions present in order to provide timely technical and administrative support. Direct communication with the National Society's coordination teams enabled a timely response to contingencies that arose during the operation.

Challenges

- The security conditions that varied during the operation changed the proposed dates for the monitoring visits. However, the visits were able to be carried out according to technical plan, maintaining the required security standards for personnel.



National Society Strengthening

Budget: CHF 65,482

Targeted Persons: 30

Assisted Persons: 56

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of volunteers involved in the operation	35	56
# of ENIs deployed	1	1
# of lessons learned workshops	1	1
# of monitoring visits conducted by the National Society	3	3
# of staff trained on DREF guidelines and aware of the standard procedures	10	42

Narrative description of achievements

- During the DREF operation, various actions were implemented to strengthen the operational capacity and quality of the Colombian Red Cross' humanitarian response. A total of 56 volunteers actively participated in the different phases of the operation, contributing to the development of assistance and support activities for the affected communities. In addition, a General Volunteer (ENI) was deployed to provide technical and operational support in the field in the Cauca Branch, ensuring the correct application of institutional approaches and coordination in the Cauca Branch.
- A total of 42 staff and volunteers were trained on DREF guidelines and standard operating procedures (SOPs), strengthening their skills in emergency management, compliance with institutional guidelines, and accountability. These joint actions reflect the Colombian Red Cross's commitment to improving its response capabilities, effective coordination, and the implementation of good practices in humanitarian emergency contexts.
- As part of the process of institutional strengthening and continuous improvement, a Lessons Learned Workshop was held, providing an opportunity to reflect on the experiences, challenges, and good practices identified during the operation, contributing to the generation of valuable lessons for future DREF interventions.
- Similarly, the National Society conducted three field supervision visits to monitor the progress of activities, provide technical support to the branches, and ensure compliance with established operational standards.



Lessons Learnt

- In deploying National Intervention Teams (ENI), it is considered good practice to activate volunteers who have previous experience and knowledge of the local context. This made it possible to overcome obstacles in coordination with local actors and facilitated understanding of sociocultural dynamics. As a result, an efficient response on the ground improved the impact of interventions and reduced the time needed for ENIs to adapt to the local branches and the context of the department.
- A lesson learned from the National Society's follow-up and monitoring visits is the importance of ensuring adequate logistical and security conditions for field staff, especially in institutional transport. Having institutional vehicles allowed for greater mobility and efficiency during visits, as well as appropriate security conditions for staff accompanying operations, especially in complex or difficult-to-access territories.

Challenges

- One of the main challenges observed was the low availability of active ENI volunteers, which represented a limitation when mobilizing trained personnel, especially in complex contexts. It is suggested that the capacities of ENI teams be strengthened through ongoing training, technical updates, and incentive mechanisms that promote volunteer retention and availability, as well as strategies to expand the base of trained volunteers.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2025/03-2026/02	Operation	MDRCO029
Budget Timeframe	2025/03-2025/09	Budget	APPROVED

Prepared on 24/Mar/2026

All figures are in Swiss Francs (CHF)

MDRCO029 - Colombia - Population Movement

Operating Timeframe: 06 mar 2025 to 30 sep 2025

I. Summary

Opening Balance	0
Funds & Other Income	222.064
DREF Response Pillar	222.064
Expenditure	-203.019
Closing Balance	19.045

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	13.975	17.329	-3.354
PO02 - Livelihoods	76.561	78.507	-1.946
PO03 - Multi-purpose Cash			0
PO04 - Health	3.362	2.783	579
PO05 - Water, Sanitation & Hygiene	33.116	27.420	5.696
PO06 - Protection, Gender and Inclusion	6.299	12.540	-6.241
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	13.553	262	13.291
PO10 - Community Engagement and Accountability	3.362	1.226	2.136
PO11 - Environmental Sustainability			0
Planned Operations Total	150.229	140.068	10.161
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	10.349	3.289	7.060
EA03 - National Society Strengthening	61.485	59.662	1.823
Enabling Approaches Total	71.834	62.951	8.883
Grand Total	222.064	203.019	19.045

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

Please explain variances (if any)

A total of CHF 222.064 was allocated from the Disaster Response Emergency Fund (DREF) for the implementation of this operation. By the end of the operation, total expenditures amounted to CHF 203.019. The unspent balance of CHF 19.045 will be returned to the DREF. The most notable variances between the budgeted and actual expenditures include: All technical indicators were met; therefore, the change is attributable to the optimization of resources through the monetization of funds and savings in procurement processes, as the operational team sought to maintain cost efficiency.



Contact Information

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

National Society contact: Juvenal Francisco Moreno, National Executive Director, francisco.moreno@cruzrojacolombiana.org

IFRC Appeal Manager: Melker Mabeck, Head of Country Delegation, melker.mabeck@ifrc.org

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

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

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

[Click here for reference](#)

