



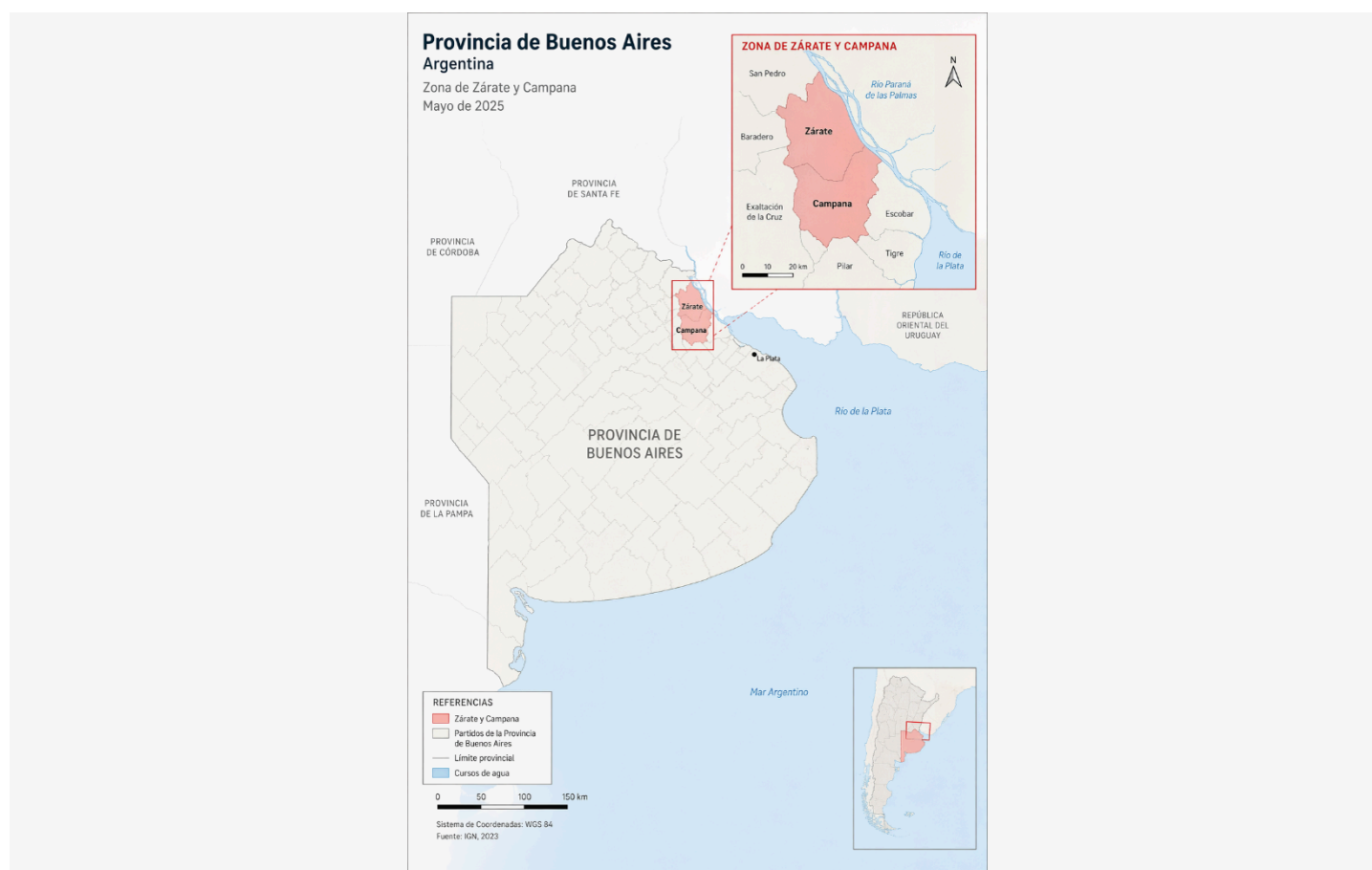
Flood response in Campana, Buenos Aires. May 2025. Source: Argentine Red Cross

Appeal: MDRAR024	Total DREF Allocation: CHF 161,976	Crisis Category: Yellow	Hazard: Pluvial/Flash Flood
Glide Number: -	People Affected: 250,000 people	People Targeted: 4,000 people	People Assisted: 5,015 people
Event Onset: Sudden	Operation Start Date: 26-05-2025	Operational End Date: 30-09-2025	Total Operating Timeframe: 4 months

Targeted Regions: **Buenos Aires**

The major donors and partners of the IFRC-DREF include Red Cross National 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



Affected districts: Campana and Zárate, Buenos Aires, May 2025. Source: IGN

Date of event

17-05-2025

What happened, where and when?

On 15 May 2025, intense rainfall began in the Metropolitan Area of Buenos Aires (AMBA) and the northern part of the Province of Buenos Aires. Between 16 and 17 May, exceptional cumulative precipitation was recorded — with estimated values ranging between 150 and 300 millimetres within 24 hours, according to official sources — leading to flash flooding, widespread waterlogging, disruption of transport routes (including National Route No. 9 near Zárate), water ingress into homes, and population evacuations.

The National Meteorological Service issued a red alert for rainfall in the northern part of the province. The most severe impacts were concentrated in the partidos of Campana and Zárate, with significant effects in neighborhoods such as San Cayetano and San Felipe, as well as in other localities along the province's northern corridor.

Following the event, conditions began to improve gradually from 18 May onwards, with water levels progressively receding in several areas. However, waterlogging persisted in parts of Zárate for several days, necessitating the continuation of temporary shelter arrangements and ongoing clean-up and recovery actions.

In total, over 4,300 families were displaced as a result of the event. However, due to the terrain characteristics, water receded within a few days, leading to a gradual decline in the number of evacuees, who returned to their homes between 19 and 29 May.



Aerial view of flooding, Campana, 17 May 2025. Source: Argentine Red Cross



Field assessment, 17 May 2025. Source: Argentine Red Cross

Scope and Scale

The Province of Buenos Aires has experienced recurrent flooding events, particularly in the Areco River basin and the north-eastern corridor, which includes localities such as Zárate, San Antonio de Areco, Exaltación de la Cruz, Baradero and Salto. These events have shown increased frequency and intensity in recent years, in line with patterns associated with climate change, which heighten the recurrence of intense and prolonged rainfall.

The event that occurred between 15 and 17 May 2025 exceeded the response capacity of local systems, primarily affecting the partidos of Campana and Zárate.

In Campana, more than 37,600 people were affected, with more than 4,000 families relocated to eight centres. In neighborhoods such as San Cayetano and San Felipe, water levels exceeded 1.5 metres inside homes. Educational activities were suspended for between 10 and 20 days, depending on the area, and multiple health centres, public services and industries sustained significant damage.

In Zárate, approximately 48,000 people were affected, and more than 300 families were relocated, with waterlogging persisting for several days following the event. Disruptions to basic services, such as electricity and drinking water, affected a large proportion of the population.

At the regional level, it is estimated that more than 250,000 people in the AMBA region and the northern part of the province experienced direct or indirect impacts. At least one death was confirmed following the floods, and missing persons were reported who were subsequently found. Basic services began to be progressively restored within the first ten days, while the full recovery of damaged infrastructure extended to approximately two months after the event.

The impact of the event significantly affected daily life, livelihoods and the well-being of the population, particularly among highly vulnerable groups. Those most affected included people living in low-lying and flood-prone areas, with precarious housing or limited access to basic services, as well as informal workers who depend on daily income.

Among the groups identified as having heightened vulnerability are older persons, children, persons with disabilities and low-income households, who face greater challenges in evacuating, restoring their livelihoods and accessing health services and assistance.

Furthermore, communities previously affected by similar events exhibit limited coping capacity, increasing their exposure to recurrent impacts.

Source Information

Source Name	Source Link
1. Media La Nacion	https://www.lanacion.com.ar/sociedad/inundaciones-en-buenos-aires-que-rutas-se-encuentran-cortadas-nid17052025/
2. Media Infobae	https://www.infobae.com/sociedad/2025/05/16/las-tormentas-provocaron-inundaciones-en-varios-municipios-de-la-provincia-de-buenos-aires/
3. Media Pagina 12	https://www.pagina12.com.ar/826512-el-temporal-sumergio-pueblos-y-barrrios-enteros
4. INDEC	https://www.indec.gob.ar/ftp/cuadros/poblacion/cnphv2022_res ultados_provisionales.pdf
5. Media Infobae	https://www.infobae.com/sociedad/2025/05/16/rigen-alertas-por-tormentas-en-buenos-aires-y-otras-6-provincias-como-seguira-el-clima-el-fin-de-semana/
6. National Meteorological Services Social Media	https://www.instagram.com/p/DJ2jzsDxEqS/?hl=es-la&img_index=1

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	In preparedness and operational readiness, the Argentine Red Cross activated the National Intervention Teams (ENI/ENMO) through its Emergency Secretariat, coordinated with 12 branches in the Metropolitan Area of Buenos Aires (AMBA) region, pre-positioned relief items and vehicles in Buenos Aires and the Ezeiza Humanitarian Hub, and mobilized approximately 120 volunteers alongside extensive logistics; in assessment, rapid needs assessments conducted in Campana and Zárate informed prioritization in shelter, health, and water, sanitation and hygiene; in coordination, it maintained continuous engagement with municipal and provincial authorities through Emergency Operations Centres (EOC), bilateral meetings, and coordination with the National Civil Protection Directorate and the IFRC, ensuring operational coherence; in resource mobilization, national fundraising campaigns led by the Cooperation and Communications Directorates secured private sector support; in contingency planning and response activation, it implemented the National Response Plan, activated the National Operational Monitoring Team (ENMO), and escalated the emergency from Category 1 to Category 2; in shelter, it distributed kitchen sets, tools and tarpaulins to approximately 920 people; in livelihoods and basic needs, it delivered food and essential items to 4,000 people; in health, it provided 197 first aid and pre-hospital care services and delivered Mental Health and Psychosocial Support (MHPSS); in water, sanitation and hygiene, it distributed hygiene kits to 3,920 people and conducted hygiene promotion activities reaching 6,785 individuals; in protection, gender and



inclusion, it prioritized vulnerable groups and ensured safe, delineated spaces in evacuation centres; in education, it implemented awareness activities on post-flood disease prevention and healthy practices; and in community engagement and accountability (CEA), it conducted satisfaction surveys, disseminated information through multiple channels, managed feedback mechanisms, and produced audiovisual materials to strengthen accountability and visibility of the humanitarian response.

IFRC Network Actions Related To The Current Event

Secretariat	The International Federation of Red Cross and Red Crescent Societies (IFRC) has a Country Cluster Delegation (CCD) in Argentina, which provides assistance and support to the countries of the Southern Cone. This Delegation coordinates with both the Argentine Red Cross and the Department of Disasters and Crises of the IFRC regional office for the Americas based in Panama (ARO). The CCD supported the review and implementation of this action plan.
Participating National Societies	There were no Participating National Societies providing support for this operation.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) maintains offices in Argentina. Beyond fulfilling its mandate, which involves working with authorities to integrate, implement and promote international humanitarian rule of law on the use of force, the ICRC focuses on improving the National Society's capacities to respond to emergencies in the midst of violence and crises. In addition, it offers Restoring Family Links (RFL) services. For this emergency situation, the ICRC has not provided specific support.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The three jurisdictional levels intervened in the response (municipal, provincial and national). Following the floods of May 2025, provincial and national authorities implemented a series of emergency measures. The Federal Emergency Agency (AFE) and the National Integrated Risk Management System (SINAGIR) coordinated the response with the Government of the Province of Buenos Aires. A special direct assistance fund of 10 billion Argentine pesos (ARS) was set up (Decree 497/2025), and Resolution 983/2025 established the One-off Reconstruction Allowance (SUR) for families affected in Campana, Zárate, Arrecifes, Mercedes, Salto, San Antonio de Areco and Capitán Sarmiento. An agricultural emergency was also declared in the 12 affected districts, with provincial funds being allocated to repair rural roads and restore agricultural production. Federal forces — the Army, Navy, Gendarmerie and Coastguard —



	supported evacuations, rescue operations and the distribution of supplies alongside local authorities.
UN or other actors	No direct operational intervention by agencies of the United Nations system or other international organizations was recorded in the affected area. However, ReliefWeb and other international humanitarian portals published reports on the impact of the floods in Argentina during 2025, which enabled the situation to be monitored globally. In addition, local organizations such as CADENA, Scout and others provided support during the early days of the emergency, although they were not present at the Emergency Operations Centre.

Are there major coordination mechanism in place?

In coordination, the Argentine Red Cross contributed to the establishment and functioning of inter-institutional coordination mechanisms through the provincial Emergency Operations Centre (EOC) and the municipal EOCs in Campana and Zárate, bringing together key stakeholders including the Ministries of Security, Health and Social Development, the Federal Emergency Agency, Civil Defence and the National Society in its role as an auxiliary to public authorities. The National Society maintained daily operational meetings and technical coordination with local authorities, actively supporting joint planning processes for healthcare delivery, relief item distribution and psychosocial support services. At the same time, a key gap was identified in the need to strengthen the linkage between the response phase and early recovery efforts.

Needs (Gaps) Identified



Shelter Housing And Settlements

The impact on the shelter and housing sector was significant in the municipalities of Campana and Zárate, particularly in vulnerable neighbourhoods such as San Cayetano and San Felipe, where prolonged flooding was recorded with water levels exceeding 1.5 metres inside homes. During the acute phase of the emergency, eight evacuation centres were established in Campana, hosting more than 1,500 people simultaneously, while the total number of displaced families reached approximately 4,300 families, including both formal evacuations and self-evacuations. These centres remained operational for the first seven to ten days, with a gradual decrease in occupancy as conditions allowed families to return home. Gaps were identified in the provision of housing recovery assistance, particularly in the distribution of kitchen items, tools, and cleaning materials necessary to support safe and dignified returns. These gaps were more evident in peripheral areas and underserved neighbourhoods, where municipal response capacities were overwhelmed during the initial days of the event. Although municipal authorities led the initial response, supported by provincial and national agencies, the need to complement assistance was evident, especially during the early recovery phase. In this context, the Argentine Red Cross directed its actions toward addressing these gaps, prioritizing the most affected households with the lowest recovery capacity.



Livelihoods And Basic Needs

The affected families reported losses of household goods and work tools. A need was identified to replace essential items for daily life, which was partially met through the distribution of kitchen kits, tools and shelter materials.



Health

The flooding event led to an increased demand for health services in the municipalities of Campana and Zárate, particularly during the acute phase and the first days following the disaster. The main needs were associated with interruptions in chronic medical treatments, minor health conditions linked to exposure to contaminated water, and the impact on the mental health of the affected population. Key gaps were identified in healthcare provision, particularly in access to chronic medication due to the loss of medicines during the flooding and difficulties in reaching pharmacies and health facilities; coverage of pre-hospital care and first aid in peripheral neighbourhoods and flooded areas where ambulance access was limited; primary healthcare services, especially in facilities that had to suspend or reduce operations due to infrastructure damage or operational constraints; and mental health and psychosocial support (MHPSS), in response to



increased stress, anxiety, and distress among affected individuals due to evacuation, loss of belongings, and uncertainty. Nevertheless, municipal and provincial authorities strengthened local healthcare mechanisms to respond to the situation.



Water, Sanitation And Hygiene

The floods affected access to safe water in the districts of Campana and Zárate, particularly in vulnerable neighbourhoods and flooded areas such as San Cayetano and San Felipe, where the accumulation of water and the impact on local infrastructure led to temporary disruptions and a decline in service quality.

Although the supply was gradually restored by the company Aguas y Saneamientos Argentinos, there were issues with water quality in the days following the event, as well as reports of gastrointestinal discomfort amongst the population, linked to the perception that the water was unsafe to drink.

Furthermore, the accumulation of waste and prolonged flooding in urban areas created additional health risks, requiring intensive cleaning and waste collection operations by local authorities.

In this context, gaps were identified in access to basic hygiene and cleaning supplies, particularly in households affected by the flooding. These needs were partially addressed through the distribution of family hygiene and cleaning kits to 3,920 people, as well as the implementation of hygiene promotion activities reaching 6,785 people, aimed at reducing health risks and promoting safe water usage practices.



Protection, Gender And Inclusion

It was recognized that pregnant women, older people and people with disabilities required priority care. Evacuation centres had designated areas and staff trained in PGI, ensuring safe and accessible conditions



Education

Some educational institutions in the affected areas suspended their activities so that they could be used temporarily as evacuation centres. The need for support in health promotion and psychosocial support upon reopening was identified.



Community Engagement And Accountability

The need for accessible information and feedback mechanisms was identified. This need was addressed through surveys, communication via social media and community visits, enabling the collection of comments and enquiries from the affected population

Operational Strategy

Overall objective of the operation

Through its Action Plan, the National Society aimed to provide humanitarian assistance to 4,000 people in the community of San Cayetano, in the district of Campana, which had been severely affected by the floods. The intervention initially involved providing first aid and support during the emergency, followed by support during the process of returning home, through the distribution of essential items, with a particular focus on shelter supplies, hygiene kits, cleaning products and items for immediate accommodation.

It is worth noting that the affected communities were kept informed, consulted and involved throughout the implementation process through feedback mechanisms, community consultations and the dissemination of key messages.



Operation strategy rationale

The response strategy was implemented in line with the Argentine Red Cross National Response Plan and in coordination with local authorities, prioritizing the most urgent needs identified during initial assessments in the municipalities of Campana and Zárate. Shelter and non-food item interventions were designed to address material losses and housing damage, particularly in vulnerable neighbourhoods where families required essential items to restore minimum living conditions after water levels receded; accordingly, the distribution of shelter kits, tools, kitchen sets, and hygiene items supported safe and dignified returns. Health interventions were justified by the increased demand for services, particularly due to the interruption of chronic treatments, minor conditions related to exposure to contaminated water, and the psychosocial impact of the event; the provision of first aid and Mental Health and Psychosocial Support (MHPSS) aimed to complement the capacity of the local health system, especially in areas with limited access during the initial days of the emergency. Water, sanitation, and hygiene (WASH) actions addressed disruptions in access to safe water, the accumulation of waste, and public health risks associated with flooding, with the distribution of hygiene items and the promotion of safe practices contributing to disease prevention and improved sanitary conditions. Throughout implementation, the strategy was adjusted in response to the evolving context, particularly the rapid decrease in water levels and the subsequent return of displaced families, allowing a shift from immediate response to early recovery, with increased focus on cleaning, sanitation, shelter rehabilitation, and psychosocial support.

Targeting Strategy

Who was targeted by this operation?

The operation focused on providing assistance to 4,000 people (equivalent to 800 families) who have been directly affected by the flood and who have suffered total or partial damage to their homes in Campana and Zárate. The areas for intervention were identified in consultation with local emergency committees, prioritizing neighbourhoods with the highest levels of impact and socio-economic vulnerability.

The reach of the intervention was estimated at 400 households, based on an average household size of four to five people, in line with national data from the National Institute of Statistics and Census and field validations conducted during the operation.

In total, 5,015 people (approximately 1,003 households) were reached as a result of the intervention.

Explain the selection criteria for the targeted population

The selection criteria were established in accordance with the standards of the Argentine Red Cross and the IFRC:

- Families whose homes have been totally or partially affected by flooding.
- People who have self-evacuated or are staying in evacuation centres.
- Households headed by women, older people or people with disabilities.
- Families without access to other forms of public or private assistance.

Total Assisted Population

Assisted Women	-	Rural	10%
Assisted Girls (under 18)	-	Urban	90%
Assisted Men	-	People with disabilities (estimated)	7%
Assisted Boys (under 18)	-		
Total Assisted Population	5,015		
Total Targeted Population	4,000		



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?	Yes
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
Volunteering exposed to vector-borne diseases.	Provision of the corresponding protective equipment for the development of activities, constant monitoring of the health of personnel in the field and direct coordination with local health authorities.
Delays in receiving required humanitarian aid items.	Immediate involvement of the logistics team in the strategy of purchasing/transferring inputs to meet the established operational deadlines.
Local volunteers affected by the impact of the flood.	Support to the Argentine Red Cross teams in all the lines of intervention proposed in this Action Plan. Deployment of personnel from nearby branches at the Metropolitan Area of Buenos Aires (AMBA), allocating a greater budget for mobilization.
Available resources are insufficient to cover the needs of the entire affected population.	Dissemination of various communication channels and contact mechanisms with the National Society in all activities with the aim of identifying the areas and populations most affected and directing assistance to areas not reached by other organizations
Many ongoing operations that stressed the capacity and wellbeing of Operations Managers	Inclusion of staff in the emergency response team
New rains or storms that hinder operational logistics.	Monitoring of activities from the Emergency Secretariat through its ENMO and constant communication with the National Meteorological Service, contemplating potential immediate actions to be taken.



Please indicate any security and safety concerns for this operation:

During the initial phase of the emergency, access constraints were reported in areas of the municipalities of Campana and Zárate due to flooded streets, disrupted roads, and strong water currents that hindered the safe movement of response teams. These conditions posed operational risks, particularly in the first days, limiting access to some affected communities. In addition, security considerations were identified when operating in certain neighbourhoods during nighttime hours; mitigation measures were therefore implemented, including scheduling activities during daylight hours, coordinating with local authorities, and deploying teams rather than individual staff. As weather conditions improved and water levels receded, these access limitations gradually decreased, allowing for an expanded geographic coverage of the response. From a protection perspective, risks were identified related to evacuation and return conditions, including exposure to damaged homes, loss of belongings, and the psychosocial impact of the event. Vulnerable groups—such as older persons, children, and persons with disabilities—faced greater challenges in mobility, access to assistance, and livelihood recovery. No significant security incidents affecting staff or volunteers were reported during the operation, and the Argentine Red Cross implemented its security and protection protocols to ensure a safe, dignified, and people-centred response.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 41,712

Targeted Persons: 4,000

Assisted Persons: 2,000

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of people reached with shelter support	4,000	2,000

Narrative description of achievements

This intervention line was completed ahead of 31 August 2025. Activities remained focused on families in the municipalities of Campana and Zárate whose homes sustained severe structural damage or total destruction, as well as significant material losses related to kitchen utensils, bedding, and basic household items. Prioritization criteria remained consistent with the initial strategy and focused on: families with partially or fully flooded homes; individuals who were self-evacuated or staying in evacuation centres; households headed by women, older persons, or persons with disabilities; and families without access to other state or private assistance mechanisms. During the reporting period, additional distributions were carried out to complete the planned coverage. Verification and follow-up activities were conducted alongside distributions, as teams delivering assistance also carried out on-site monitoring visits with previously assisted families to assess the use, condition, and usefulness of distributed items. Post-distribution monitoring (PDM) results indicated that more than 80 per cent of assisted households used the items for cleaning, basic repairs, and restoring livable conditions, with cleaning and tool kits highlighted as particularly useful. No significant misuse of distributed items was identified.

Overall, a total of 357 family shelter kits were distributed in San Cayetano and 43 in 8 de Diciembre, supporting households affected by flooding. The distribution of tarpaulins followed the same pattern, with 357 units delivered in San Cayetano and 43 in 8 de Diciembre, reinforcing household protection and temporary shelter conditions. Regarding family kitchen kits, 357 kits were provided in San Cayetano and 43 in 8 de Diciembre, contributing to the restoration of basic living conditions. Finally, in terms of blankets, distributions were concentrated in 8 de Diciembre and Santa Lucía, with 43 blankets delivered in 8 de Diciembre and 192 in Santa Lucía, prioritizing



areas with greater needs for thermal support.
In total, the intervention reached 2.000 people.

Lessons Learnt

Early logistical planning enabled timely prioritization of shelter needs and structural damage, facilitating the preparation of distribution lists and reducing delivery times and duplication. Effective inter-branch coordination between Campana and Zárate supported continuity of distributions and optimized human and logistical resources, particularly in hard-to-reach contexts. Simultaneous monitoring during implementation—through door-to-door visits and distribution point activities—allowed for rapid verification of the use and relevance of the provided items, enabling real-time operational adjustments and direct feedback collection from families. The use of community feedback mechanisms, including satisfaction surveys and direct communication channels, helped confirm the appropriateness of distributed kits and identify areas for improvement in future operations.

Challenges

High operational demands within short timeframes required flexible planning and strong inter-branch coordination to maintain implementation pace and meet coverage targets. Inter-institutional coordination in the field progressively strengthened through collaboration with local authorities and Civil Defence, enabling validation of intervention areas and improved information flows. Logistical and access constraints caused by flooding were addressed through the use of appropriate vehicles and advance route planning, ensuring continued delivery of humanitarian assistance. Volunteer turnover was managed through planned rotations and support from headquarters, ensuring continuity in field operations and data collection. Finally, real-time information management was reinforced through direct communication between field teams and the national level, allowing for timely operational adjustments and improved reporting consistency.



Budget: CHF 5,104
Targeted Persons: 4,000
Assisted Persons: 4,531
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of people reached with first aid and pre-hospital care	2,500	531
# of people reached by community health promotion	4,000	4,000

Narrative description of achievements

During the first week of the emergency, the National Society established a 24-hour service point at the entrance to the San Cayetano neighbourhood (Campana), providing shelter, care through First Aid Points (FA), and Mental Health and Psychosocial Support (MHPSS) to both evacuated individuals and those who remained on the roofs of their homes. The service point was subsequently relocated to Secondary School E.S. No. 19, where it continued operating during daytime hours for an additional five days.

During the same period, 24-hour support was provided in evacuation centres in Campana and Zárate, delivering MHPSS activities and first aid in coordination with local authorities. In Campana, operations were carried out across several evacuation centres, concluding at Club Ciudad de Campana, while in Zárate, activities were conducted at the DAM Space, with continuous monitoring and outreach carried out by volunteers.

Throughout the humanitarian aid distribution phase, trained health volunteers remained present to provide care through first aid and mental health services to individuals in need, reaching a total of 531 people (289 women, 237 men and 5 from other genders) throughout the operation in all field locations. This approach allowed to offer first aid and psychosocial support to individuals and families requiring emotional assistance. In this regard, fewer people were reached than planned because those who needed the services provided had already been evacuated.



Complementary health promotion activities were also implemented across all phases of the operation. Distribution sites were used as opportunities to conduct brief awareness sessions on dengue prevention and other vector-borne diseases, safe water and food handling, waste removal practices, prevention of respiratory infections, and ongoing vaccination campaigns, in line with the Argentine Red Cross's community health priorities.

In total, the National Society reached 4,531 people, as the first aid, MHPSS and community health promotion activities targeted different people.

Lessons Learnt

Early integration of MHPSS: Including MHPSS activities from the outset of the response improved emotional support for affected populations and volunteers, strengthening overall quality of care.

Sustained presence of trained volunteers: Having volunteers with prior training in health and first aid enabled the rapid establishment of service points and ensured continuity of care throughout the operation.

Health promotion as a community engagement tool: Using distribution points to deliver health education strengthened community trust and facilitated the dissemination of key prevention messages (dengue, safe water, hygiene, and vaccination).

Coordination with local actors: Collaboration with municipal health authorities and local emergency teams was critical to ensure timely referrals and complement first aid services with professional medical care.

Challenges

High initial demand for care: The rapid deployment of trained health volunteers made it possible to respond to a high volume of consultations in the early days by reinforcing shifts and extending service hours.

Access to flooded areas: Coordination with local authorities and the use of appropriate vehicles ensured access to the most affected neighbourhoods for service delivery and follow-up.

Coordinated medical referrals: Continuous articulation with municipal health systems facilitated timely care for cases requiring professional medical attention.

Sustaining psychosocial support: Rotational planning of volunteer teams ensured the continuity of MHPSS activities throughout the operation while preventing staff burnout.



Water, Sanitation And Hygiene

Budget: CHF 53,768

Targeted Persons: 4,000

Assisted Persons: 5,015

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of people reached with hygiene promotion activities	4,000	5,015
# of people receiving hygiene items	4,000	5,015
Number of people receiving cleaning items	4,000	5,015

Narrative description of achievements

During the operation, priority was given to the distribution of family hygiene kits and family cleaning kits to flood-affected households in the municipalities of Campana and Zárate, with the objective of reducing public health risks associated with the use of potentially contaminated water and the lack of basic cleaning supplies.

Within the framework of the DREF operation, hygiene and cleaning kits were distributed, reaching 5,015 people through more than 30 distribution events, including both fixed distribution points and some door-to-door deliveries, in coordination with local authorities and



with prioritization of the most affected areas. In total, family cleaning kits were distributed as follows: 771 kits in San Cayetano, 40 kits in 8 de Diciembre, and 192 kits in Santa Lucía; while family hygiene kits reached 976 kits in San Cayetano and 27 kits in 8 de Diciembre. At each distribution, trained WASH and health volunteers conducted hygiene promotion activities focused on safe water and food handling, handwashing, household water storage, waste management, and prevention of dengue and diarrhoeal diseases. During the first week, direct coordination was maintained with municipal Social Development and Health departments managing evacuation centres, to monitor sanitation, cleaning conditions, and water supply in collective shelters. Post-distribution monitoring (PDM) conducted on a sample of assisted households showed that more than 80 per cent of families used the items for household cleaning, personal hygiene, and safe water management. Additional needs were also identified, particularly related to specific cleaning supplies and water storage items, allowing for adjustments to kit composition in later phases of the operation.

Lessons Learnt

Intersectoral complementarity: Integrating hygiene promotion with health activities and relief distributions increased community participation and reinforced prevention messages.

Private sector engagement: Collaboration with private companies helped expand the reach of assistance and meet the full planned demand.

Community-based approach: Using distribution activities as educational opportunities strengthened the adoption of healthy practices and improved perceptions of the usefulness of distributed kits.

Challenges

High initial demand: Rapid volunteer mobilization and donor support enabled coverage of all prioritized households despite the scale of the emergency.

Access constraints: Advance route planning and coordination with municipalities facilitated access to isolated or flooded neighbourhoods.

Sanitation management in evacuation centres: During the first week, coordination with municipal Social Development and Health departments ensured basic sanitation and cleaning conditions in collective shelters.



Community Engagement And Accountability

Budget: CHF 2,200

Targeted Persons: 4,000

Assisted Persons: 4,000

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
% of respondents who feel that National Society support/services meet their most important needs/provide useful support	80	99

Narrative description of achievements

Throughout the operation, post-distribution monitoring and continuous evaluation activities were carried out and integrated into each phase of humanitarian aid delivery. Satisfaction surveys were conducted across all distributions to assess the relevance, effectiveness, and overall satisfaction with the response. In total, 4.000 people were reached with post-distribution monitoring and evaluation activities. Consolidated results indicated that 99.4% of respondents reported that the humanitarian assistance received was useful or very useful, confirming both the appropriateness of the distributed items and the effectiveness of the support provided by volunteers.

In parallel, ongoing monitoring of local needs was maintained through the review of internal dashboards and field visits, enabling adjustments to distribution and communication mechanisms based on community feedback. Information dissemination and key messaging continued through radio, WhatsApp, and direct field engagement, informing communities about health recommendations, selection criteria, and available communication channels for enquiries or complaints.

Volunteers played an active role in receiving community feedback and entering data into monitoring dashboards, facilitating real-time feedback and enabling adaptive responses to evolving needs. At the same time, the integration of Protection, Gender, and Inclusion (PGI)



standards was strengthened across all phases of the operation. In evacuation centres, equitable participation of affected individuals was ensured, taking into account gender, age, disability, and language considerations. Specific barriers to accessing information and services were identified, leading to the implementation of inclusive communication strategies, direct support, and adapted resources tailored to individual needs. In addition, assessments using a KoBo tool were conducted to better align the intervention with the actual conditions of the most vulnerable communities.

Lessons Learnt

Early integration of CEA approaches: Incorporating feedback mechanisms and satisfaction surveys from the outset enabled timely adjustments and improved the relevance of the response.

Accessible communication channels: The combined use of radio, WhatsApp, and direct field engagement facilitated the dissemination of information on selection criteria, operational scope, and self-care measures.

Active role of volunteers: Volunteer engagement in handling inquiries and managing dashboards strengthened community relations and enabled timely, consistent responses.

Practical application of PGI principles: Integrating gender, age, disability, and language considerations into communication and service delivery ensured more equitable participation.

Monitoring and accountability: Audiovisual records, surveys, and feedback reports helped increase visibility of the response and reinforce institutional transparency.

Challenges

Information flow from the field: Data systematization from local branches was strengthened through unified dashboards and direct coordination with the national team.

Ongoing training in community communication: Volunteer training in active listening, empathetic communication, and data recording was reinforced and established as a standard practice for future operations.

Management of community expectations: Continuous communication on selection criteria and the scope of the response helped maintain clarity and prevent misunderstandings.

Institutional coordination: Collaboration with municipalities and local stakeholders ensured consistent messaging and sustained community support throughout the assistance process.



Secretariat Services

Budget: CHF 4,470

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# Monitoring missions implemented	1	0
# Monitoring meetings held	4	1
# reports dully presented	2	2

Narrative description of achievements

Through the Southern Cone Delegation, the following services were delivered to the National Society during the operation.

Planning, Monitoring, and Evaluation: Support was provided for the drafting and quality assurance of the Plan of Action and the needs assessment. In addition, a monitoring and reporting framework was shared with the National Society and further strengthened through



regular meetings and virtual follow-up with the management team.
Reporting: Quality control and editing were carried out for periodic operational update reports submitted to the Regional Office.

This joint working approach enabled the availability of accurate information for decision-making and operational adjustments, which in turn reduced the need for in-person monitoring missions and meetings, while facilitating the preparation of this final report.

Lessons Learnt

Early activation of the DREF enabled a rapid response; however, initial validation processes may create bottlenecks in sudden-onset emergencies with high operational pressure.
Remote technical support proved to be essential, although its effectiveness depended on clear role definition between the Secretariat, the regional office, and the National Society.
Data collection and validation on the number of people reached presented challenges, particularly in contexts of large-scale evacuations and self-evacuations.

Challenges

Speed vs. quality: Difficulties arose in balancing rapid response with quality assurance processes.
Multilevel coordination: Information flow between country, regional, and local levels was intensive and highly dependent on the frequency and quality of coordination among management teams.

National Society Strengthening

Budget: CHF 43,516
Targeted Persons: 0
Assisted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of volunteers provided with adequate protection, safety and support equipment for the emergency	150	150
# of lessons learned workshops held	1	1

Narrative description of achievements

During the operation, the distribution of personal protective equipment (PPE) and visibility gear was completed for all 150 mobilized volunteers, ensuring adequate identification, biosafety conditions, and safe field operations.
Three monitoring missions were conducted in the municipalities of Campana and Zárate to assess the progress of the operation and the well-being of volunteers. These missions included field visits to affected communities, engagement with people reached, and dialogue sessions with field teams, which enabled the identification of improvement opportunities and strengthened coordination with local branches.
In addition, three audiovisual documentation missions were carried out, capturing testimonies from assisted families, interviews with volunteers, and photographic records of all stages of the response. These materials were used both for accountability purposes and to enhance the visibility of the institutional response.
Prior to the closure of the operation, a Lessons Learned Workshop was held, complemented by mid-term evaluations with volunteers to identify strengths and areas for improvement in the implementation of the operational strategy. Due to the proximity to the Autonomous City of Buenos Aires and the scale of mobilization, private transport services were widely used to support planned movements.



Lessons Learnt

Phased operational planning: Structuring work shifts and volunteer rotations ensured sustained operational capacity throughout the emergency, maintaining continuity of activities without overburdening teams.

Close support to volunteers: Monitoring missions and on-site dialogue spaces strengthened team cohesion and enabled the early identification and resolution of logistical or emotional needs.

Participatory evaluation: Involving volunteers in mid-term evaluations and the Lessons Learned Workshop facilitated direct feedback on operational and coordination processes.

Structured institutional visibility: Planned audiovisual and photographic documentation from the outset enabled systematic recording of the response and strengthened institutional communication and accountability.

Challenges

Simultaneous management of multiple components: Implementing several intervention lines in parallel required strengthened coordination between technical areas and local branches, optimizing resource allocation and information flow.

Volunteer turnover: Advance planning of rotations and reinforcements ensured operational continuity without compromising the quality of assistance.

Consolidation of institutional learning: The final evaluation process enabled the systematization of good practices and the definition of standardized mechanisms for future emergency operations.

Inter-branch and headquarters coordination: Continuous support from the Emergency Secretariat facilitated coordinated action and timely resolution of logistical and administrative issues.



Financial Report



DREF Operation

Final Report (CHF)

Date from: 25 May 2025 to 31 Aug 2026

MDRAR024 - Argentina - Flash Flood

Operating timeframe: *Start date: 26-May-2025 End date: 30-Sep-2025*

Appeal launch date: *27-May-2025*

I. Summary

	Actual (CHF)
Opening Balance	0
Funds & Other Income	161,976
DREF Response Pillar	161,976
DREF Anticipatory Pillar	
Expenditure	-128,820
Closing Balance	33,156

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	41,712	33,996	7,716
PO02 - Livelihoods			
PO03 - Multi-purpose Cash			
PO04 - Health	5,104	1,829	3,275
PO05 - Water, Sanitation & Hygiene	53,768	42,666	11,102
PO06 - Protection, Gender and Inclusion			
PO07 - Education			
PO08 - Migration			
PO09 - Risk Reduction, Climate Adaptation and Recovery	11,206	1,406	9,800
PO10 - Community Engagement and Accountability	2,200	2,343	-143
PO11 - Environmental Sustainability			
Planned Operations Total	113,990	82,239	31,750
EA01 - Coordination and Partnerships			
EA02 - Secretariat Services	4,470	4,472	-2
EA03 - National Society Strengthening	43,516	42,108	1,408
Planned Operations Total	47,986	46,581	1,406
Total	161,976	128,820	33,156

III. Expenditure by budget category & group

Prepared on 21-Sep-2026

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

Please explain variances (if any)

The main variances for this operation were detected in the following sectors, in order of importance:

WASH

Risk reduction

Shelter

Health



National Society Strengthening

These variances are explained by lower-than-planned expenditure on housing items, which is reflected in fewer people receiving shelter support. Furthermore, the WASH section included ineligible costs.. Thirdly, no expenditure was incurred in logistics, monitoring and distribution. Nevertheless, the National Society carried out its post-monitoring activities as described in the CEA section.



Contact Information

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