



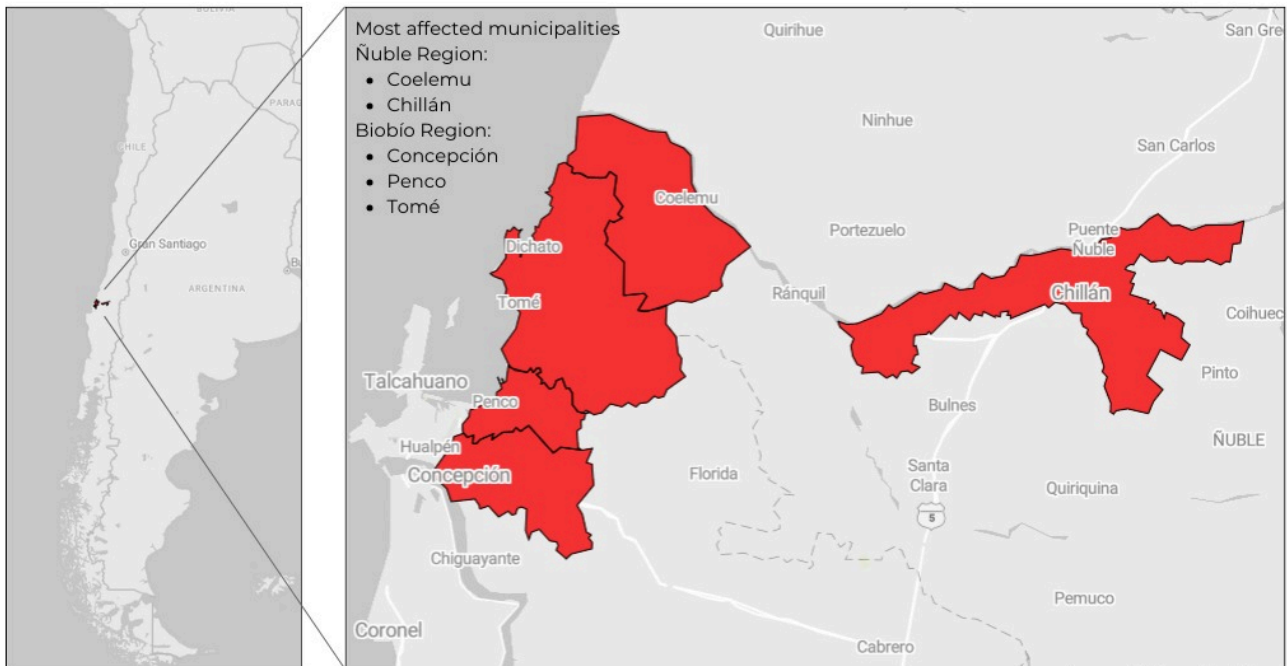
Distribution of hygiene kits in Tome. Chilean Red Cross. April 2026

Appeal: MDRCL019	Total DREF Allocation: CHF 499,709	Crisis Category: Yellow	Hazard: Fire
Glide Number: WF-2026-000003-CHL	People Affected: 20,471 people	People Targeted: 3,630 people	
Event Onset: Sudden	Operation Start Date: 26-01-2026	New Operational End Date: 30-06-2026	Total Operating Timeframe: 5 months
Reporting Timeframe Start Date: 26-01-2026		Reporting Timeframe End Date: 15-05-2026	
Additional Allocation Requested: 0		Targeted Regions: Biobio	

Description of the Event



FOREST FIRES - CHILE 2026 MOST AFFECTED MUNICIPALITIES



Map of areas affected by wildfires. Source: ChRC.

Date of event

18-01-2026

What happened, where and when?

Since 18 January 2026, Chile has been facing a new wildfire emergency in the south-central part of the country, within the summer season that runs from November to March. This season is characterized by temperatures above 30°C, low relative humidity (10–20% in urban-forest interface areas), and winds exceeding 30 km/h — conditions that significantly increase the probability of ignition and rapid fire spread.

On 17 January, at around 16:00 hours, multiple fire outbreaks started in the Ñuble and Biobío regions, several of which were classified as large-scale forest fires (IFM), rapidly affecting areas exceeding 200 hectares per event.

During 18 and 19 January, the fires remained out of control due to adverse weather conditions and sudden changes in wind direction, including the local phenomenon known as "viento puelche," which caused rapid fire expansion towards populated areas in interface zones.

By 23 January, the affected area exceeded 34,351 hectares, with more than 25 active outbreaks in different stages, constituting a highly dynamic and demanding scenario for response systems.

Currently (March 2026), SENAPRED continues to coordinate the National Disaster Prevention and Response System, in close collaboration with CONAF, Bomberos de Chile, the Armed Forces, and regional authorities. At the most critical moments, regional and municipal Red Alerts were declared in Ñuble and Biobío, mobilizing extraordinary resources, preventive evacuations, and temporary shelters.





Distribution of Multipurpose Cash in Quillón. April 2026



Distribution of Education kits, Chilean Red Cross. March 2026

Scope and Scale

The emergency has had a regional scope, simultaneously affecting the Ñuble and Biobío regions, with a direct impact on a large number of peri-urban and urban communities.

By 23 January 2026, the affected area exceeded 34,351 hectares in a highly dynamic context, with more than 25 fires in different stages of control and combat, highlighting the operational complexity of the event.

The scale of the human impact has been significant. During the first days of the emergency, approximately 50,000 people were evacuated as a preventive risk-reduction measure. Officially, 21 deaths and 332 injuries were reported. A total of 3,266 homes were partially or totally destroyed. Forensic teams continued working in the so-called 'ground zero' area to confirm the possible existence of additional victims (as reported by SENAPRED to the Emergency Operations Center — not officially published).

The impact was concentrated mainly in urban-forest interface zones, where proximity to forested areas, limited connectivity, and dependence on local livelihoods increase population vulnerability.

Among the most affected groups are: older adults, children and adolescents, persons with disabilities, persons with reduced mobility, and families with limited access to support networks and basic services.

As a result of displacement, temporary shelters were set up in both regions. These have been continuously monitored; at the time of this report, approximately 450 people remained in official shelters.

Volunteers and National Society staff in the area have also been directly affected. To date, five volunteers have lost their homes and several members have reported mental health impacts stemming from the emergency.

Impact on Infrastructure and Essential Services

The emergency has also had a significant impact on critical infrastructure and essential services.

In the education sector, four kindergartens and three schools were fully or partially affected (six in Biobío and one in Ñuble).

Preventive evacuations of healthcare facilities were carried out due to the risk of fire encroachment. Four health centres were directly impacted, with the Ríos de Chile Centre in the municipality of Penco, Biobío region, being the most affected. Other facilities have been gradually resuming services.

Additionally, power outages affecting tens of thousands of users were recorded, along with interruptions in drinking water supply and road connectivity restrictions. These conditions hampered both population mobility and response operations.

To date, the physical and operational infrastructure of the five Chilean Red Cross branches in the affected area has not been compromised, allowing operational continuity in support of the humanitarian response.

Collectively, these factors constitute a large-scale emergency with significant humanitarian needs and the risk of further deterioration should adverse weather conditions and extreme fire behaviour persist.

In the Biobío region, the primary area of focus for the wildfire operation, the impact has affected both rural and peri-urban areas, causing damage to housing, basic infrastructure, agricultural and forestry livelihoods, as well as significant psychosocial impacts on the population. In Ñuble, the emergency also required preventive evacuations and reinforcement of forestry brigades to protect exposed communities.

According to information consolidated at the time of DREF activation (26 January 2026), an estimated 20,471 persons are affected and 3,630 are prioritized for direct assistance.

The Chilean Red Cross, through its local and regional branches, has been deployed since the first days of the emergency, conducting monitoring, needs assessment, psychosocial support, humanitarian assistance, and coordination with authorities under its recognized auxiliary role within the National System.

Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Are you requesting an additional allocation?	No



Please explain the summary of changes and justification:

Through this operations update no. 1, the Chilean Red Cross aims to inform about:
(i) A 1 month no cost timeframe extension (new end date: 30 June 2026)

The following operational and administrative delays have affected implementation timelines and reduced the available period to complete activities within the original operational timeframe:

First, during the Feasibility Study process, additional validation of the banking service provider was requested. This verification process required additional time due to banking and contractual procedures specific to Chile. Although the same provider had been used in previous operations (2017–2024), the validation requirement delayed the finalization of the Feasibility Study and subsequent implementation processes. Based on this experience, the NS suggested that banking provider validation processes with National Societies be conducted during preparedness stages, rather than during emergency response implementation, to help avoid operational delays.

Second, the initial financial reporting process required approximately five weeks to complete due to the need to obtain goods receipt documentation from suppliers. The time required to collect and consolidate supporting documentation delayed submission and generated downstream impacts on implementation timelines.

Finally, the second transfer of funds was requested on 7 May and processed on 11 May. Due to banking processing times, fund accreditation required an additional four business days, making the funds effectively available on 17 May. This significantly reduced the remaining implementation period, leaving approximately ten days to complete final procurement activities, financial reporting processes, and journal submissions before the operation closure date.

Considering these administrative and financial processing delays, a one-month no-cost extension is requested to ensure completion of planned activities, adequate financial reconciliation, and compliance with reporting requirements, without compromising operational quality or accountability standards. It is important to note that this extension does not entail any changes to the operational strategy, geographic coverage, targets, or budget.

IFRC Network Actions Related To The Current Event

Secretariat	<p>Since the onset of the emergency, the International Federation of Red Cross and Red Crescent Societies (IFRC) has provided technical and operational support to the Chilean Red Cross to strengthen coordination, operational management, and results monitoring.</p> <p>During the first days of the operation, the Cluster Operations Coordinator for the Americas conducted a support visit to the affected area. This mission allowed the Federation to accompany the National Society in the situational analysis, review of operational priorities, and articulation of regional coordination mechanisms, as well as providing strategic guidance at the outset of DREF implementation.</p> <p>Additionally, the IFRC Surge system was activated, deploying an Operations Manager to directly support operational management. This deployment has contributed to strengthening operational planning, internal coordination, resource management, and progress monitoring, ensuring alignment with IFRC standards and procedures.</p> <p>In the area of planning, monitoring, evaluation, and reporting (PMER), remote technical support was provided during the first month of the operation. Due to the need to consolidate monitoring tools, improve report quality, and strengthen results documentation, this support was extended for a second month (March). PMER support has helped reinforce accountability, indicator traceability, and interim report quality.</p> <p>Together, these actions have contributed to strengthening the Chilean Red Cross's capacity to implement a timely, coordinated, and Movement-standards-aligned response, ensuring efficient DREF management and adequate accountability.</p>
Participating National Societies	No PNSs present



ICRC Actions Related To The Current Event

The ICRC is not providing assistance in the localities affected by the wildfires; however, the National Society maintains RFL (Restoring Family Links) points at various community activities, providing free Wi-Fi connectivity, local calls, battery charging, and recording tracing requests or Red Cross messages.

Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>Yes</p>
<p>National authorities</p>	<p>As part of international support to the areas affected by wildfires in the Ñuble and Biobío regions, firefighters and specialized teams were deployed from various countries. Mexico sent 140 firefighters and fire management experts to support combat operations; Uruguay contributed a contingent of 40 firefighters to reinforce ground operations; and the United States donated firefighting equipment delivered directly to the Bomberos de Chile. Additionally, the Andean Development Corporation (CAF) provided a donation of USD 250,000 to support emergency response actions.</p> <p>The Chilean government declared a State of Catastrophe and Agricultural Emergency in Ñuble and Biobío in January 2026, deploying monetary and human resources, equipment, and machinery. The government also deployed armed forces to support humanitarian and security tasks, safeguarding affected areas and protecting residents who returned to retrieve belongings remaining after the impact. The Ministry of Social Development applied Emergency Registry (FIBE) surveys to track and document affected and displaced persons. 130 tons of aid were dispatched, including blankets, mattresses, water, and food; 288 emergency play kits for children; and tax relief was granted to those affected.</p> <p>A recovery bonus equivalent to CLP 6.3 billion was provided as direct aid to families affected by the emergency. 750 hygiene kits for men, women, and breastfeeding mothers, and 500 mental health kits were distributed.</p> <p>Following the change of government, the new administration of José Antonio Kast announced more than 40 reconstruction measures across the Ministries of Finance, Agriculture, and Security, including a fund of CLP 400 billion for housing and livelihoods.</p>
<p>UN or other actors</p>	<p>The United Nations, through the Resident Coordinator's Office, has maintained contact with the government via the Ministry of Foreign Affairs to support national or international humanitarian assistance requests, and with SENAPRED to monitor intervention processes in the affected areas. UN Chile has been actively participating in meetings of the Humanitarian Aid and Volunteering Network, remaining available to support response and rehabilitation efforts as system capacity allows.</p> <p>World Vision: This NGO has conducted activities with children and adolescents through child-friendly spaces in various localities affected by the wildfires in the municipalities of Tomé and mainly Penco, the latter being where it has run school supplies and backpack donation campaigns.</p> <p>ADRA: Has carried out work in Gabriela Mistral sectors of Penco municipality, including humanitarian assistance facilities, distribution of food, personal hygiene, and sanitation kits. It also conducted debris removal from day 18 of the emergency and distributed children's beds through the "1 Child, 1 Bed" campaign.</p> <p>Techo: At the start of the emergency, signed an agreement for 120 emergency homes</p>



with the municipality of Penco, committing to complete these before winter in June. Currently finalizing works to deliver approximately 200 emergency homes of 27 square metres, with bathrooms and electrical connections installed, through 10 parallel workstreams across Lirquén Centro, Vista Hermosa, Villa Miramar, and Geo Chile.

Are there major coordination mechanism in place?

In the area of volunteering, sustained coordination has been maintained through the National Volunteering Roundtable, a body that brings together more than 15 national organizations and facilitates information exchange, action coordination, and complementarity of efforts during the emergency. The Chilean Red Cross has also participated in coordination spaces convened by Movidos x Chile, aimed at organizing support initiatives and channelling solidarity actions in a coherent manner with the national response.

At the sectoral level, the Education area has maintained technical coordination with the Undersecretary for Children, UNICEF, and World Vision, to unify field intervention criteria, particularly in working with children and adolescents in emergency contexts, ensuring standards of protection, relevance, and inter-institutional coherence.

In the area of Migration, ongoing contact and coordination has been maintained with the R4V Chile Platform, to align the collection of relevant information and possible support actions, especially regarding the identification of needs and barriers to service access for migrants and refugees in the affected areas.

In terms of risk management and emergency response, the National Directorate of Risk Management has maintained constant coordination with the National Disaster Prevention and Response Service (SENAPRED), through the humanitarian aid and volunteering roundtable, participating in various meetings aimed at coordinating actions and making available the institutional capacities of the Chilean Red Cross, particularly the Information Management (IM) team.

Additionally, the National Youth Institute (INJUV) has provided technical support and insurance coverage for youth volunteers, as well as bus availability for volunteer transportation when needed, in coordination with formal response mechanisms.

Together, these mechanisms have helped strengthen inter-institutional articulation, avoid duplication, ensure coherence in assistance, and optimize resource use during the DREF operation implementation.

According to information provided by various actors at the humanitarian aid and volunteering roundtable, the following dashboard consolidates the different assistance efforts in the area, jointly coordinated between civil society organizations, with the Chilean Red Cross playing a key role in developing the consolidated data alongside SENAPRED.

Needs (Gaps) Identified



Shelter Housing And Settlements

The impact on housing conditions is one of the most significant in the emergency. The survey evidences severe damage to homes, including total loss of residential structures and significant destruction of household goods.

Several families report currently being in transitional housing situations, including temporary cohabitation with family members, use of emergency housing, or remaining in precarious structures while reconstruction processes unfold.

Priority needs identified include materials for housing repair or reconstruction, replacement of basic furniture, household utensils, and equipment for temporary housing. While some families have received initial support from local authorities or community networks, many report that current solutions are insufficient to restore adequate living conditions.

The loss of housing and essential belongings also generates risks associated with overcrowding, deteriorating living conditions, and increased vulnerability for specific groups such as older adults or single-parent households.



Multi purpose cash grants

Monetary assistance appears as one of the most relevant needs for household recovery. 87% of surveyed persons identify economic support as one of the main needs for recovering from the fire impact.

Access to cash would allow households to prioritize their own needs, including housing repair, replacement of household items, food acquisition, and recovery of productive activities.



Given the multi-sectoral nature of the identified impacts, cash assistance constitutes a key tool for supporting early recovery and reducing prolonged dependence on external aid.

Health

The assessment identified a high prevalence of chronic diseases in households, with 71.9% reporting at least one member with pre-existing medical conditions such as hypertension, diabetes, or other conditions requiring ongoing treatment.

This context necessitates guaranteeing continuity in access to medications, medical monitoring, and health services, particularly given that emergencies can disrupt routine health services.

Additionally, information gathered in the field evidences impacts on the mental health and emotional wellbeing of affected persons. Feelings of anguish, uncertainty, and stress associated with the loss of homes, goods, and income sources are reported.

During field assessments, cases were identified where people expressed the need for listening spaces, accompaniment, and guidance, confirming the relevance of integrating community psychosocial support and psychological first aid within the response.

Water, Sanitation And Hygiene

The fire had a widespread impact on access to safe water. 94.3% of surveyed households indicated that their main water source was affected after the fire, evidencing a major shock to the local supply system.

Although most households report currently having sufficient water for daily consumption (84.6%), 15.4% do not have adequate water supply — representing a priority group for access-securing interventions.

A shift in supply sources is also observed, with greater dependence on water bottles and water trucks, suggesting disruptions or concerns about the quality or continuity of the usual supply.

In terms of hygiene, approximately one-third of households report not having or only partially having hygiene items, reflecting gaps in access to basic hygiene and cleaning supplies, particularly in a post-fire cleanup context.

These conditions reinforce the need for hygiene supply distribution, support for safe water storage, and activities to promote safe hygiene and water-handling practices.

Protection, Gender And Inclusion

The survey evidences demographic characteristics requiring a protection- and inclusion-sensitive response. The majority of respondents were women (62.8%), reflecting their central role in household management and identification of family needs.

The presence of older adults in households and cases of breastfeeding women were also identified — groups that may face greater difficulties accessing services or recovering after the emergency.

Additionally, 4.7% of households reported having lost contact with a family member, evidencing a specific need for Restoring Family Links (RFL) services and connectivity access to re-establish communication.

These characteristics reinforce the need to integrate protection, gender, and inclusion approaches in response planning and implementation.

Education

The wildfires destroyed a total of seven educational establishments, of which 3 are schools/high schools and 4 are kindergartens, affecting approximately 400 students.

As a result, students from Ríos de Chile school will be accommodated at Jorge Montt school, students from VIPLA school will be temporarily relocated to Patricio Lynch school premises, and in the case of Punta de Parra school in Tomé municipality, modular facilities



will be used. This relocation has also generated a restructuring of the academic timetable in receiving schools, temporarily replacing full school days that included extracurricular activities with morning and afternoon shifts, to allow educational continuity for both local students and those relocated.

The recovery plan for affected educational centres is envisaged in 3 stages: Immediate rehabilitation, Temporary facilities (5 to 6 months), and Permanent reconstruction.

This impact has highlighted needs for uniforms, backpacks, and school supplies for school-age children and adolescents, but a significant impact on university students who have lost study materials and equipment has also been reported, with limited assistance currently available.



Risk Reduction, Climate Adaptation And Recovery

The wildfires highlight the recurring exposure of these communities to climate and environmental hazards. The emergency underscores the importance of integrating actions to strengthen community preparedness, reduce wildfire risk, and promote resilient recovery.

Early recovery interventions can help improve communities' capacity to reduce future vulnerabilities and strengthen their resilience to similar events.



Community Engagement And Accountability

The implementation of the survey and interactions with the community demonstrate a high willingness among affected persons to share information about their needs and participate in assessment processes.

This highlights the importance of maintaining clear communication channels with communities, feedback mechanisms, and dissemination of information on available assistance, to build trust and ensure a response adapted to community priorities.

Any identified gaps/limitations in the assessment

The analysis is based on 1,037 surveys conducted with affected households in the municipalities of Penco, Tomé, Chillán, Concepción, and Coelemu, with a higher concentration in Penco. The survey identified significant impacts in housing, water access, livelihoods, and psychosocial wellbeing, as well as pre-existing vulnerabilities in households.

Results show that many families face simultaneous impacts in housing, income, and access to basic services, generating interrelated needs requiring a multi-sectoral response.

Operational Strategy

Overall objective of the operation

The Chilean Red Cross seeks to address the humanitarian needs of 3,630 affected persons through actions in multipurpose cash assistance (CVA), health, water, sanitation and hygiene (WASH), Restoring Family Links (RFL), and Protection, Gender and Inclusion (PGI).

These actions will be implemented over a 4-month period, prioritizing the most affected areas that have not yet received assistance.

Operation strategy rationale

The response strategy is based on the preliminary needs analysis conducted by the Chilean Red Cross, in coordination with national authorities and humanitarian actors present in the territory. This analysis identified significant impacts on housing, livelihoods, health, water access, and psychosocial wellbeing of the population affected by the wildfires in the Biobío and Ñuble regions.

Considering these findings and the mapping of actions carried out by other actors, the operation will prioritize multi-sectoral interventions aimed at covering immediate needs, supporting early household recovery, and strengthening protection of vulnerable groups.



Within this framework, the strategy includes the following lines of intervention:

Multipurpose Cash Assistance (CVA)

The operation will provide multipurpose cash assistance to at least 710 families affected by the fires, prioritizing those who have lost their homes or livelihoods and are not being assisted by other organizations.

This intervention will allow households to cover priority needs flexibly, such as housing repair, replacement of basic goods, food purchase, or recovery of productive activities.

Actions include:

- Conducting market studies and feasibility assessments for the implementation of the cash transfer programme (already completed)
- Induction and training of volunteers for the cash assistance programme implementation
- Design and implementation of the direct cash transfer mechanism
- Orientation of communities on cash use and withdrawal mechanisms
- Monitoring and evaluation of assistance use and its impact on household recovery

Health and Psychosocial Support

The emergency has generated significant impacts on the physical and mental health of affected persons, due to smoke exposure, injuries associated with the fires, and the emotional impact from the loss of homes, goods, and livelihoods.

The strategy includes community health actions aimed at strengthening immediate care and psychosocial wellbeing of the population.

Actions include:

- Provision of first aid services throughout the operation
- Implementation of Psychological First Aid and community psychosocial support for affected persons and volunteers
- Promotion of health and self-care practices through community activities and social media dissemination
- Training of volunteers in community health, first aid, and psychosocial support
- Distribution of first aid kits, psychosocial support materials, and health education materials

Water, Sanitation and Hygiene Promotion (WASH)

The emergency has increased health risks associated with population displacement, pressure on water systems, and hygiene conditions in temporary shelters.

The intervention will seek to reduce disease risks by strengthening access to hygiene supplies and promoting appropriate hygiene practices.

Actions include:

- Distribution of WASH kits and hygiene kits to affected households
- Distribution of menstrual hygiene kits for women and adolescents
- Community hygiene promotion and safe water use activities, including educational activities and informational materials
- Training of volunteers in WASH interventions in emergency contexts (already completed)

Protection, Gender and Inclusion (PGI)

The needs analysis identified protection risks associated with the presence of children and adolescents in affected areas, interruptions in family communication, and gaps in access to accessible information during the emergency.

The strategy seeks to strengthen protection of affected persons and ensure access to safe, accessible information.

Actions include:

- Establishment of safe and friendly spaces for children and adolescents in affected communities (in implementation)
- Implementation of non-formal educational and recreational activities in affected communities and temporary shelters
- Support to five educational establishments through delivery of pedagogical and informational materials
- Organization of a school supplies collection campaign to support the return to classes
- Distribution of school kits to children and adolescents in affected areas, to facilitate a timely and dignified return to the education system

Community Engagement and Accountability (CEA)

The operation will integrate community engagement mechanisms to ensure the response is relevant, transparent, and adapted to the needs of the affected population.

Actions include:

- Establishment of community feedback mechanisms, such as satisfaction surveys, suggestion boxes, and focus groups
- Dissemination of clear, accessible information on available assistance and Red Cross actions
- Creation of direct communication channels with the community, including email and consultation spaces
- Ongoing monitoring of community perception of assistance provided



Targeting Strategy

Who will be targeted through this operation?

The operation targets 3,630 persons (1,210 families) affected by the wildfires in the Biobío and Ñuble regions, prioritizing households with the highest levels of impact and vulnerability, particularly those that have lost their homes, experienced significant livelihood disruption, and lack adequate coverage from the State or other humanitarian organizations.

As the operation progressed, the targeting process was adjusted based on structured field assessments. Assistance is concentrated in households directly impacted in urban-forest interface zones, where fire exposure, displacement, and disruption of basic services have been most significant.

Priority is given to:

- Households with total loss or severe structural damage to their home
- Families with difficulties accessing basic services (safe water, shelter, health services)
- Households not receiving or ineligible for State support
- Single-parent families, especially those with two or more children
- Families with two or more children under five years of age
- Households with older adults (65+) or with more than one older adult in the family unit
- Families with persons with disabilities or members in a situation of dependency or bedridden care
- Pregnant/breastfeeding women
- Migrant families, particularly those in situations of greater vulnerability
- Households with limited access to services due to geographical conditions

Partially affected households are prioritized for WASH assistance when access to safe drinking water or sanitary conditions have been compromised.

First aid services continue to be provided to anyone requiring them in the affected areas, including community members and forestry brigades.

Educational assistance prioritizes single-parent families and those with more than one child, especially when school continuity has been disrupted.

Explain the selection criteria for the targeted population

Assessment Methodology

The identification and validation of beneficiary families was carried out through a structured assessment process implemented through two complementary modalities:

- Community assessment centres (tent/assessment centre model): Temporary assessment points were set up in affected areas where families could voluntarily come to complete a structured household survey. This methodology ensured open access, transparency, and community visibility of the selection process.
- Targeted follow-up phone calls: To avoid excluding persons in greater vulnerability, additional telephone interviews were conducted with households identified by community leaders, local authorities, and Red Cross volunteers as high-risk cases that could not attend in person (e.g., persons with reduced mobility, older adults, or caregivers).

All information collected through KoBoToolbox forms was systematized using a vulnerability scoring system based on pre-defined criteria.

Prioritization System

The prioritization system assigns weighted scores to specific vulnerability criteria identified during the household assessment. Each criterion carries a defined value (between 5 and 10 points), allowing households to be objectively classified according to their accumulated vulnerability level.

Among the highest-weighted criteria are:

- Total loss or severe damage to housing (10 points – High)
- Severe difficulty accessing basic resources such as food, drinking water, shelter, or medical care (8 points – High)
- Households with members serving as caregivers for bedridden or dependent persons (8 points – High)
- Single-parent families with two or more children (7 points – High)
- Families with two or more children under five years of age (7 points – High)

Other vulnerability factors considered include:

- Not receiving or ineligible for State support (8 points)
- Migrant status or irregular migration situation (7 points)



- Presence of persons with disabilities (6 points)
- Families with two or more persons over 65 years of age (8 points)
- Pregnant women (5 points)
- Limited access due to geographical conditions (6 points)

Households were ranked according to their cumulative score, and assistance was allocated by prioritizing those with the highest vulnerability levels until the target number of beneficiaries was reached.

Validation and Coordination

The selection process was coordinated with local authorities and other relevant actors to avoid duplication and ensure complementarity with State assistance.

Cross-verification mechanisms were applied where possible. The methodology ensured:

- Transparency (clearly defined scoring criteria)
- Equity (objective prioritization)
- Inclusion (multiple access channels)
- Accountability (documented survey records)
- Data protection in accordance with institutional standards

This structured approach strengthens the relevance and fairness of the intervention, aligning with IFRC standards on targeting and accountability.

Total Targeted Population

Women	1,723	Rural	-
Girls (under 18)	128	Urban	100%
Men	1,651	People with disabilities (estimated)	-
Boys (under 18)	128		
Total targeted population	3,630		

Risk and Security Considerations (including "management")

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



Please indicate any security and safety concerns for this operation:

It is important to consider that during the operation, various safety situations may occur that could directly affect the volunteers. For this reason, the recommended safety measures must be followed to ensure that all volunteers can carry out the planned activities safely, without impacting the operational response.

Within the existing risks, we can find the following:

- Constant activation of forest fire hotspots, due to environmental conditions that have made fire control difficult. As a result, hotspots have been constantly reactivating in areas that were already under control. Therefore, it is necessary to continuously reinforce volunteer efforts to prevent moving into areas where firefighters are still working, as well as to follow the instructions issued by authorities in case evacuation of the areas is necessary.
- Difficulty accessing affected areas, due to the fact that the magnitude of the fire has caused road closures and traffic congestion at the entrance to the areas. For this reason, when planning activities on the ground, access routes, evacuation routes, and safe zones must be analyzed, always prioritizing that travel to the areas is via routes that are open and without safety risks for volunteers.
- Looting, theft, and threats toward volunteers by affected people, due to the complex situation during the emergency, with the total loss of belongings, which creates the need to receive the aid provided. This can also influence the process when conducting Kobo surveys and applying selection criteria, where many families may not meet these criteria, potentially leading to anger from them, resulting in mistreatment of volunteers and even threats. For this reason, it is important that volunteers, when conducting surveys, should not offer any kind of assistance to families or mention what will be provided by the Red Cross. Additionally, a neutral zone should be established, ideally not within the same community, inviting only the beneficiary individuals to avoid these types of situations.
- Impact on the mental health of both the affected individuals and the volunteers, due to the high level of exposure and stress caused by the emergency, since there is a large number of people who have lost all their belongings, as well as the impact on the volunteers, which could lead to post-traumatic stress. Because of this situation, a health professional is required to support the affected community, as well as activities for demobilization and rest for the volunteers who have been working since the beginning of the emergency.

Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Multi Purpose Cash

Budget: CHF 313,856

Targeted Persons: 2,130

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Market and feasibility study conducted	1	1
Number of families that received cash assistance	710	0
% of assisted households aware of and able to access CVA feedback/complaint mechanism	50	0



Progress Towards Outcome

The market study and feasibility assessment for the implementation of Multipurpose Cash Transfers (MCT) has been finalized and validated. A total of 1,037 families (approximately 3,111 persons) were assessed, from which the families to be reached through MCT have been identified and prioritized, both with DREF funds (710 families) and with the National Society's own resources (153). The selection was carried out in accordance with the vulnerability score-based prioritization system, ensuring transparency, equity, and alignment with the criteria defined for the operation.



Budget: CHF 15,187
Targeted Persons: 3,630
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of people receiving with First Aid services	2,000	1,001
Number of people reached with MHPSS services (including Psychological First Aid)	3,630	1,045
Number of people reached with health promotion messages	3,630	0
% of assisted people reporting increased knowledge on health and self-care practices	75	0

Progress Towards Outcome

To date, Chilean Red Cross teams have provided first aid and psychological first aid (PFA) services during field assessment visits and household survey activities in affected communities. These actions have enabled immediate health needs to be met and initial psychosocial support to be provided to persons affected by the emergency, as well as identifying cases requiring follow-up or referral to specialized services. Complementarily, progress was made in the design and printing of a first aid guide to strengthen self-care and initial emergency response capacities in the assisted communities. The procurement of supplies for first aid kits was also completed; these will be distributed and used in community activities and health promotion actions. These actions contribute to strengthening community preparedness, improving access to immediate basic care, and promoting self-care practices in affected populations.



Budget: CHF 42,600
Targeted Persons: 3,630
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of people reached with hygiene promotion and safe water messages	3,630	0



Number of households receiving WASH kit	500	0
Number of households receiving Hygiene kit distributions	400	0
Number of women receiving menstrual Hygiene kits	100	0

Progress Towards Outcome

During the reporting period, progress was made on preparatory actions for the implementation of WASH activities. The procurement process for the supplies needed to assemble WASH kits was completed, in line with the operational standards defined for the response. In parallel, the team began the assembly and conditioning of kits, with the objective of facilitating timely distribution to prioritized communities. The kits are being prepared centrally for subsequent delivery to Red Cross branches, from where direct distribution to beneficiary households will take place. This logistical work has ensured supply availability and kit preparation, laying the groundwork for the start of distribution activities and safe water and hygiene promotion in the coming weeks of the operation.



Protection, Gender And Inclusion

Budget: CHF 17,360

Targeted Persons: 3,630

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of friendly and safe spaces established and supported	2	2
Number of people assisted through RFL in emergencies	100	10
% of people reached who report having access to timely, safe and understandable information	80	0
Number of volunteers trained in PGI	100	79
Number of volunteers that signed the Code of Conduct	150	168

Progress Towards Outcome

During the reporting period, in-person training sessions were held for volunteers in Protection, Gender and Inclusion (PGI), with the objective of strengthening their capacities to integrate these approaches into response activities. These sessions raised awareness and built capacity on identifying protection risks, inclusive care for vulnerable populations, and the application of conduct standards in the operation context. As part of ongoing capacity strengthening, this training will be complemented with a virtual refresher session aimed at reinforcing key concepts and ensuring adequate application of PGI principles during field interventions. Restoring Family Links (RFL) services have been planned during distribution and other community activities, to facilitate access for affected persons to these services when needed. Progress was also made in the signing of the Code of Conduct by volunteers, reinforcing the institutional commitment to humanitarian principles, prevention of sexual exploitation and abuse, and the provision of safe, dignified, and inclusive assistance.





Education

Budget: CHF 8,627

Targeted Persons: 120

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of children and adolescents receiving school kits	120	49
Number of educational facilities supported with teaching materials	5	0
Number of non-formal education or recreational spaces supported	25	15

Progress Towards Outcome

During the reporting period, the procurement and assembly of school kits containing basic educational materials to support the educational continuity of affected children and adolescents was completed. The kits are already in the process of being distributed to prioritized families within the operation, with 49 kits delivered to date (14 boys / 35 girls). In parallel, during community assessment and information-gathering visits, field teams created recreational and supportive spaces for children, promoting playful activities that contribute to emotional wellbeing and the creation of safe environments during interventions. These activities have helped identify priority educational needs and strengthen community engagement, laying the groundwork for the next phase of school materials distribution and the expansion of non-formal education and recreation spaces.



Community Engagement And Accountability

Budget: CHF 3,941

Targeted Persons: 3,630

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
% of people reporting receiving useful, practical and trusted information	80	0
Number of feedback and community participation mechanisms established	2	2
% of people satisfied with the quality and dignity of assistance received	80	0

Progress Towards Outcome

During the reporting period, actions were initiated to establish community engagement and accountability (CEA) mechanisms within the operation. A specific feedback mechanism for the Cash Transfer Programme (CTP) is being planned and implemented, to ensure



participants have access to clear and timely information and can safely channel queries, suggestions, and complaints, receiving adequate responses throughout the intervention cycle. An information collection tool is also being developed to measure community perception and the impact of the various implemented activities. This tool will strengthen accountability to affected populations and contribute to continuous improvement in the quality and relevance of assistance. In February, an initial awareness and training session was held for volunteers at the Concepción branch, focusing on Community Engagement and Accountability (CEA) approaches. A second CEA training session will subsequently be held for all DREF volunteers with IFRC cluster support. This will strengthen field teams' capacities to facilitate access to relevant information, promote community participation, and adequately manage comments and feedback. An operational update session with branch presidents and the Regional Committee was held on Tuesday, 17 March, strengthening the territorial articulation of the operation and facilitating clear exchange of information on progress, coverage, and planning. This process draws on lessons learned from other operations and has contributed to adjusting field intervention methodologies and reinforcing internal communication, organizational trust, and local perception of DREF management and coordination.



Secretariat Services

Budget: CHF 37,275
Targeted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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Progress Towards Outcome

Technical support is currently being provided by an Operations Manager and a PMER Officer (Remote), whose assistance has enabled the operation to advance more rapidly and effectively. This support has contributed to optimizing response times in key processes such as assessments, operational coordination, monitoring, and analysis, thereby strengthening the quality and timeliness of the humanitarian response.



National Society Strengthening

Budget: CHF 60,865
Targeted Persons: 150
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of volunteer covered by insurance	150	146
# of volunteers receiving PPE	150	168
# of emergency communication workshops conducted	1	0
# of audiovisual communication products produced	2	0
# lessons learned workshop conducted	1	0



Progress Towards Outcome

During the reporting period, progress was made in the procurement and distribution of institutional visibility materials and personal protective equipment (PPE) for volunteers involved in the operation. These materials have been purchased and transferred to the branches, where they are available for delivery and use during field activities. Provision of these supplies contributes to ensuring safe working conditions for volunteers and strengthening institutional identification and visibility of the Red Cross during response implementation. Capacity building sessions in information management (IM) were also held, including three specific trainings in the use of digital tools for data collection and management. As a result, 103 volunteers were trained in the use of the KoBoToolbox platform, exceeding the initial target set for the operation and expanding operational capacity for field data collection.

About Support Services

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

For the implementation of this operation, 168 persons have been mobilized, comprising both volunteers and National Society staff. Of this total, 96 volunteers belong to branches located in the directly affected areas, 54 are volunteers from branches in neighbouring areas providing operational support, 6 are part of the Regional Committee, and 12 form part of the National Headquarters team.

Among the operation participants, there will be regional technical focal points from the National Society who will provide specialized support for the implementation of activities under this DREF, particularly in the areas of WASH, Mental Health and Psychosocial Support, CEA, and RFL. Each of these areas will have their respective technical focal points, responsible for accompanying the planning, implementation, and monitoring of sectoral activities.

At the territorial level, operational coordination will be carried out through the Chilean Red Cross branches, in articulation with the risk management directorate where appropriate or, otherwise, with the presidency of the respective branch. The branches will be responsible for generating community contact, facilitating the coordination of field activities such as technical visits, community meetings, needs assessments, and the implementation of humanitarian assistance actions.

The Regional Committee will support regional volunteer management, as well as available human and material resources, to carry out activities without setbacks and with the greatest possible efficiency. These actors also have the capacity to liaise with communities and authorities, in order to maintain safe and coordinated spaces at each activity.

From the National Society's side, an Operation Coordinator has been deployed who, together with secretariat staff, works on the planning and execution of activities in the areas of intervention, as well as community awareness activities and volunteer training in specific technical areas to support the operation.

Does your volunteer team reflect the gender, age, and cultural diversity of the people you're helping? What gaps exist in your volunteer team's gender, age, or cultural diversity, and how are you addressing them to ensure inclusive and appropriate support?

The total number of volunteers participating in this operation presents a broad mix in terms of age and gender. 73% of volunteers identify as female, 25% as male, 1% as non-binary, and 1% within the 'other' category. Within this volunteer universe, three notable thirds can be identified: one third of participating volunteers are between 18 and 30 years of age, the second third between 31 and 60 years, and the third third between 61 and 80 years, providing a broad cultural diversity.

Considering the risks present for volunteers in the field, insurance has been included to provide assistance in case of accidents, and age limits have been established within the field operation to avoid exposing underage volunteers or older adults to risk environments.

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

OPS manager standard ToR will be deployed for 3 months. In addition, one month remote PMER surge will be activated.



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

Procurement processes for the implementation of this operation have been carried out primarily by the various technical areas of the National Society, in coordination with the finance area, following the administrative and financial procedures established by the Chilean Red Cross and applicable Movement standards.

All procurements have been carried out in accordance with institutional requirements of transparency, traceability, and financial control, ensuring compliance with the National Society's current procurement procedures, as well as operational and accountability guidelines required for DREF-funded operations.

In the specific case of the multipurpose cash transfer programme (CVA), the process is being developed in close coordination with the relevant IFRC areas, as well as logistics and finance teams, to ensure compliance with technical and operational standards applicable to this type of intervention, including transfer mechanisms, financial control, and fund use monitoring.

How will this operation be monitored?

Operation monitoring has been carried out through a continuous monitoring system coordinated between the Chilean Red Cross and IFRC, integrating operational, financial, and programmatic monitoring mechanisms.

From the start of the operation, an IFRC Operations Manager (Ops Manager) was deployed in-person, along with a PMER (Planning, Monitoring, Evaluation, and Reporting) Officer remotely, who have worked in close coordination with DREF coordination and the Chilean Red Cross Risk Management area for technical monitoring and operationalization of activities.

A specific monitoring tool was developed for the operation, which allows the periodic recording and updating of:

- The progress of operation indicators
- Programmatic activity progress by sector
- Financial monitoring
- Status of procurement and logistics processes

This tool is updated weekly and shared with the various technical areas involved in the operation, maintaining a consolidated view of activity progress and facilitating operational decision-making.

Monitoring of operation progress is the joint responsibility of the Chilean Red Cross National Risk Management Directorate, DREF coordination, and the technical teams of the various sectoral areas, with IFRC team support. This work is complemented by periodic technical coordination meetings to review progress, identify operational challenges, and adjust planning when necessary.

Operation performance monitoring has been based on the indicators defined in the DREF operational plan, including coverage and results indicators related to cash assistance, health, WASH, PGI, education, and community engagement.

The IFRC Southern Cone Cluster has also conducted in-person monitoring field visits, along with periodic monitoring and update meetings with Chilean Red Cross teams. These instances have allowed reviewing activity progress, validating operational information, identifying improvement opportunities, and ensuring implementation alignment with IFRC standards and procedures.

Please briefly explain the National Societies communication strategy for this operation

The communication strategy for this operation was implemented in close coordination between the field teams, the Chilean Red Cross Risk Management area, and the National Society's communications team, with the support of the communications agency with which the institution regularly works. This collaboration ensured timely, coherent, and transparent dissemination of the actions carried out during the operation.

Internally, communication between operational teams was maintained through institutional coordination channels, including periodic monitoring meetings, working groups on messaging platforms, and coordination spaces between technical areas involved in the operation. These mechanisms facilitated the exchange of information on operational progress, emerging needs, and adjustments in activity planning.

In the area of external communication, the National Society developed various dissemination and documentation materials for the operation, including audiovisual materials, photographs, videos, and narrative reports, which enabled the humanitarian actions undertaken to be made visible and kept donors, strategic allies, and the general public informed.

Various institutional channels were used for information dissemination, such as the Chilean Red Cross's official social media, digital publications, audiovisual content, and reports directed to partners and donors. These materials contributed to strengthening the transparency of the operation and communicating the impact of actions implemented in the affected communities.



Regarding community communication, the use of direct interaction mechanisms during field activities was prioritized, providing clear information about assistance actions, selection criteria, and available contact channels for queries or feedback. This helped reinforce community trust and promote two-way communication during operation implementation.

The strategy also included the dissemination of content through digital media and social networks, including periodic updates on the humanitarian response, recommendations for the affected population, and visibility of the work by volunteers and deployed teams.

The International Federation of the Red Cross and Red Crescent Societies (IFRC) also provided communication support, collaborating in the dissemination of relevant information about the operation through its institutional channels and contributing to amplifying key messages related to the humanitarian response and assistance to affected communities



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