

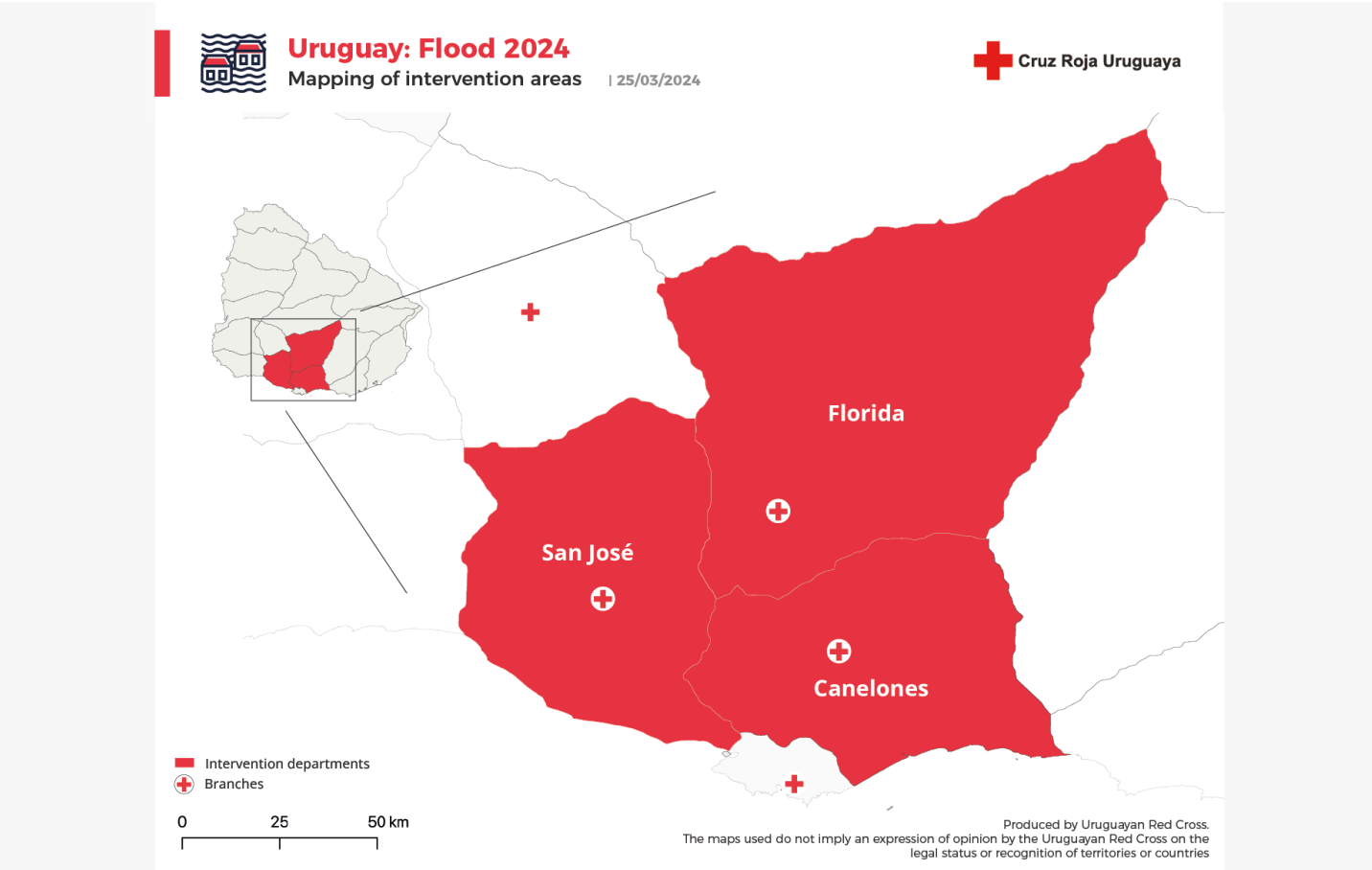


Distribution of cleaning kits. June 2024. San Ramón, Uruguay. Source: URC

Appeal: MDRUY005	Total DREF Allocation: CHF 315,080	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000048-URY	People Affected: 100,000 people	People Targeted: 3,500 people	People Assisted: 6,532 people
Event Onset: Sudden	Operation Start Date: 02-04-2024	Operational End Date: 30-09-2024	Total Operating Timeframe: 5 months
Targeted Regions: Canelones, Florida, San Jose			

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

Description of the Event



Mapping of intervention areas. Source: Uruguayan Red Cross.

Date of event

26-03-2024

What happened, where and when?

Between the second and third week of March (16/3/2024 to 22/3/2024), Uruguay faced a series of adverse weather events that generated critical situations in different regions of the country. The main consequences of these events were floods, falling trees, road closures, displacement of people with evacuees and self-evacuees, as well as problems derived from heavy rains and storms.

On the night of Wednesday, 20/3/2024, the Uruguayan Institute of Meteorology (INUMET) issued a red alert, which led the National Emergency System (SINAE) to declare a red alert in 18 departments of the country.

The most affected departments were Florida, San José and Canelones, where the flooding of the rivers and the suspension of the supply of drinking water further complicated the situation. In other areas, such as Tacuarembó and Salto, strong gusts of wind were recorded that caused significant material damage. In particular, the department of Florida suffered serious consequences, with flooding affecting even the water treatment plant, forcing the supply of drinking water in the city to be cut off. One of the most critical moments was Wednesday, March 20, when the red alert was declared due to the possibility of severe storms. This measure, in addition to affecting transportation and educational activities, left thousands of households without electricity, which further complicated the situation of the affected population. The INUMET continued to issue warnings about strong and persistent winds, especially in the southern region of the country, maintaining caution in the area.

However, the challenge persisted due to adverse weather conditions and soil saturation due to water accumulation. Despite the efforts made, road closures and thousands of customers without electricity continued to aggravate the situation in terms of access and communication in the affected areas. The situation reflected the country's vulnerability to severe weather events, underscoring the importance of planning and response capacity to protect the population and mitigate damage in emergency situations.



In addition to the existing floods, with more than 6,000 people displaced, from 5/5/2024 to 8/5/2024, new floods with evacuees were added in the departments of Artigas, Cerro Largo, Durazno, Paysandú, Río Negro, Rocha, Salto, Soriano, Tacuarembó and Treinta y Tres, with more than 2,000 additional displaced people.



Distribution of dengue prevention kits. Source: URC. August 2024. Florida



Distribution of cleaning and awareness kits in Santa Lucia school. Source: URC

Scope and Scale

The number of people displaced from their households reached a significant figure, with more than 6,000 individuals affected in different departments of the national territory, mainly in the departments of Florida, San José and Canelones. People had to evacuate both to shelters and to the households of family and friends, which evidenced the magnitude of the impact on the population. This led to underreporting, as many families chose to self-evacuate and were not included in the official count of affected people.

The flood situation in Uruguay presented a number of challenges in terms of mobility and access to different areas of the country due to road closures, which made the work of rescue teams difficult and complicated the situation of the civilian population. Heavy rains and overflowing rivers and streams caused disruptions to several routes, hampering vehicular traffic and the transportation of people and goods.

The road blockades forced detours and generated delays in transfers, which impacted the logistics of various economic, social and humanitarian assistance activities. In addition, some areas experienced damage to road infrastructure, such as landslides and sinkholes, which further complicated the rehabilitation of the affected routes. Due to the magnitude of the damage caused by the floods, the recovery process took time, especially considering the adverse weather conditions that persisted during the event.

The situation of the families affected by the floods presented significant challenges that transcended material losses. As the waters began to recede and the affected people assessed the damage, various needs arose that needed to be addressed in a comprehensive manner.

The reconstruction of households was positioned as an urgent priority. Many houses suffered severe structural damage.

The floods also brought with them health risks, such as waterborne diseases, sanitation problems and the proliferation of insects and rodents that increased the risk of disease outbreaks.

In addition, the floods had a severe impact on local markets and the economy of the affected communities. Crop losses, the destruction of businesses and the interruption of commercial activities seriously affected the economic stability of families. Added to this were material losses, such as furniture, appliances and personal belongings, which brought with them a significant emotional impact for the victims.

In the midst of this situation, fears and risks derived from floods in southern Brazil during the months of May and June were added, which generated increases in the levels of Uruguay, Negro and Santa Lucía rivers. This situation delayed the recovery from the damage and caused new displacements of families in Uruguay.

Source Information

Source Name	Source Link
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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	<p>Since the beginning of the actions on 22/3/2024, the Uruguayan Red Cross implemented a comprehensive plan to respond to the emergency in coordination with CECOED and SINAE, institutions with local linkages with the community leaders that guaranteed the involvement of the local population. Interventions included psychosocial support and recreational activities in evacuation centres, benefiting 200 people (80 children), along with the distribution of mosquito repellents. To this end, the National Society had 350 volunteers and resources such as humanitarian units, vehicles and warehouses for logistical support. As part of these efforts, funds from the U.S. Agency for International Development (USAID) were deployed to distribute cleaning kits, and additional resources were mobilized through in-kind and monetary donations from local businesses to deliver school kits, sheets, and warm items. In addition, a risk management team from the National Society monitored the situation on the ground, while the Emergency Operations Centre (EOC) coordinated key roles and organized weekly follow-up meetings with the branches and the technical team.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC has an office in Argentina to support and assist the countries of the Southern Cone, which maintained close contact and coordination with the Uruguayan Red Cross and the Disaster and Crisis Department of the IFRC's Americas regional office in Panama.</p> <p>With the onset of the emergency, and in response to the government's request for support to the National Society, constant communication and technical assistance has been maintained through the CCD for the Southern Cone for the development of the DREF Application. Within this framework, a finance staff was deployed via the Surge system to support the processing of the administrative and financial procedures of the operation. On the other hand, the PMER, NSD and Programs and Operations teams of the CCD had provided weekly support in the monitoring of activities and results, as well as the provision of technical material on operations. Towards the end of the activities, the PMER team of the Regional Office supported the National Society in the implementation and systematization of the lessons learned process.</p>
Participating National Societies	There were no Participating National Societies supporting this emergency operation on the ground or virtually.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) has regional offices in Brazil and, in addition to carrying out actions within its mandate, such as working with the authorities to integrate, implement and disseminate international humanitarian law and rules on the use of force, it carries out actions to build the capacity of the National Society to respond to emergency situations in contexts of violence and crisis and to provide services of Restoring Family Links (RFL). Beyond these services, the ICRC was not involved in the response actions of this emergency operation.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	From the beginning of the emergency, SINAE sent mattresses, cleaning kits, tents for the installation of temporary shelters and technical support. For their part, the CECOEDs coordinated shelters, evacuations, food distribution and the operation of canteens. According to the energy company UTE, its teams regularized the situation of the 15,000 customers who lost their electricity supply, of the more than 116,000 initially affected, by applying discounts to the last bill of their service 24 hours after the cessation of service and extending the due date of the bills for 60 days.
UN or other actors	Informal neighborhood organizations received donations of basic supplies such as used clothes and toys to distribute to the most affected population

Are there major coordination mechanism in place?

From the beginning of the operation, the National Society established a constant and effective link with SINAE and the different CECOEDs. Face-to-face and virtual meetings were held, as well as regular exchanges via email and WhatsApp, allowing for smooth communication and effective coordination with national and local authorities.

Given that the CECOEDs depend directly on the departmental governments, the modality and flow of the coordinated work were subject to the dynamics and capacities of each Intendency. In some departments, governments have designated specific teams to work with the Uruguayan Red Cross, facilitating the tasks of surveying and distributing assistance. In other cases, coordination with the municipalities developed in a less permanent manner, adjusting to local resources and priorities.

Needs (Gaps) Identified



Shelter Housing And Settlements

In the context of the floods, critical needs linked to the reconstruction of households were identified, which were difficult to assess initially because the water had not completely receded, which made it impossible to measure the full impact of the damage. In addition, the deterioration of the structures worsened as the days went by. According to SINAE monitoring reports, multiple breakages and damage were evident in residential structures, as well as in access roads to the affected areas and households.

The areas of Florida, San José and Canelones urgently demanded construction materials such as wood, zinc sheets and cement, as well as tools for repairs. In addition, technical assistance and specialized labor were required to ensure safety and efficiency in the reconstruction. Given the difficulty of access to many areas due to the deterioration of the roads, significant logistical support was necessary for the distribution of these materials. On the other hand, the provision of bedding and shelter kits, including sheets, blankets and beds, was essential to cover the basic housing needs of the affected people.

The lack of sheets, blankets and adequate furniture was a need highlighted by the evacuees and self-evacuees themselves. The provision of these items was necessary to ensure an adequate environment in the temporary accommodation spaces, allowing body temperature to be maintained and the facilities to be adapted according to the family and personal needs of the affected groups. Consequently, this need decreased as people were provisioned and as the evacuation centers were reduced, until the end of the operation.



Health

During the emergency, an urgent need was identified to ensure access to medicines for evacuees. In addition, the rapid spread of dengue demanded an immediate response with the distribution of repellents and mosquito nets, as well as the implementation of information campaigns on the prevention of this disease.

Health teams faced logistical challenges due to weather and geographical conditions, making it difficult to access the affected areas. In addition, the high concentration of people in evacuation centers and the complexity of early evacuations tested the response capacity of emergency services.



The emergency situation generated a great emotional impact on the population, especially on children and adolescents. The need for psychosocial support and recreational activities became apparent, both in evacuation centres and in temporary camps.

The closure of businesses and the interruption of economic activities due to the floods affected the livelihoods of many families, generating economic insecurity and hindering recovery.

The importance of encouraging the active participation of children and adolescents in the planning and execution of activities was recognized to empower them and improve their emotional well-being during the crisis.

Despite declining temperatures, the persistence of mosquitoes and the forecast of a warmer winter maintained the risk of further dengue outbreaks, especially in the most vulnerable areas. This is a risk that is projected to remain in the summer season of 2024 -2025.



Water, Sanitation And Hygiene

Access to drinking water in some of the affected departments was a critical need due to the destruction of pipes and the damage suffered by water treatment plants due to the floods. In particular, the disruption of water supplies in San Jose and Florida highlighted the urgency of having alternative sources of safe drinking water.

The lack of clean and functional toilets, as well as an adequate number of showers, posed a significant health risk, especially due to the concentration of people and the presence of standing water, factors that increased the possibility of infectious diseases.

In areas where families had begun to return to their households, an urgent need for adequate cleaning and disinfection supplies was identified. The lack of these resources complicated the habitability of the households and increased the risk of disease, delaying the recovery process of the affected families during the months that the operation lasted.



Protection, Gender And Inclusion

During the floods that hit Uruguay earlier this year, critical challenges related to gender, protection, and inclusion were identified and required special attention. One of the main needs was to ensure that sanitation facilities were accessible and safe, particularly for women, girls, the elderly and people with disabilities. The lack of adequate sanitation facilities exposed these groups to safety and health risks.

Likewise, specific gender needs were identified, such as access to personal hygiene products and private spaces for the care of pregnant women, nursing mothers and women in the period of menstruation. The crisis increased vulnerability to situations of gender-based violence, which highlighted the importance of having support services and safe shelters to prevent and address cases of domestic and sexual violence.

People with disabilities faced additional challenges, such as lack of access to safe shelters and essential services. The need to ensure physical and communicational accessibility at all stages of the humanitarian response was evident.

On the other hand, the need arose for the response to be inclusive, considering the diversity of gender, age, abilities and other characteristics of the people affected. In addition, the importance of ensuring the active and meaningful participation of all communities in decisions and actions related to recovery was identified. These needs continued and were met during the 5 months that the operation lasted



Education

The flood situation in Uruguay presented, at the time, significant difficulties for the educational continuity of children and adolescents, due to limited access to educational centers. This situation generated various challenges that affected not only the learning process of the students, but also their general well-being and integral development. Many educational facilities had to close temporarily due to flood damage or unsafe access conditions.

This interruption negatively impacted the learning processes and academic progress of the students. The prolonged impossibility of attending classes altered the school calendar, generating the need to adjust the curricular content to compensate for the lost days. Both teachers and students faced logistical difficulties in accessing schools, due to damaged roads, limited transportation, and unsafe



conditions that hindered regular attendance.

In addition, the disruption of schooling had adverse effects on students' mental and emotional health, especially in a stressful context such as floods. The lack of routine, interactions with their peers and educational support generated anxiety and discomfort in some cases.

Families and communities most affected by the floods faced greater difficulties in ensuring their children's educational continuity, particularly when resources for alternative learning methods, such as distance learning, proved scarce or non-existent. However, during the implementation period, classes were normalized and the children were able to return to their usual educational habits.



Community Engagement And Accountability

During the community meetings held within the framework of the CECOED tours and the subsequent dialogues with the Uruguayan Red Cross, a series of priority needs were identified that required urgent attention. These needs included: The provision of safe shelters for displaced families; access to safe drinking water and adequate sanitation services, support for the distribution of food and essential supplies; the provision of medical care and psychosocial support for those affected; and the recovery of livelihoods and economic activities impacted by the floods. As detailed in other sections, although no new evaluation was carried out after the first stages of the operation, it was found that the aforementioned needs were decreasing as the water drained, that the authorities normalized public services and that the activities of this operation were implemented.

Operational Strategy

Overall objective of the operation

Through this DREF Operation, the Uruguayan Red Cross aimed to provide humanitarian assistance to 3,500 people affected by the floods in Florida, San José and Canelones, focusing on aspects related to Water, Sanitation and Hygiene and Health Promotion through the distribution of kits and a cash transfer program for recovery.

At the end of the operation, a total of 6,532 people were reached, 87% more than initially projected. Of them, 3567 were female, 2957 male and 8 of other genders.

Operation strategy rationale

In coordination with national and departmental authorities in the affected areas, the National Society carried out its response in the departments of San José, Florida and Canelones. The development of the intervention strategy was based on information obtained from both the authorities of CECOEDs and the SINAE, as well as from the data collected by the team deployed in the field. Although initially limited data were available, once the floods receded in the affected areas, more detailed information on the needs was available.

In the initial stage of the flood response in Uruguay, the National Society worked in close coordination with CECOED and SINAE to ensure a comprehensive and effective response. In addition, collaboration was established with strategic partners to develop a response plan focused on the immediate needs of affected communities. This included the distribution of cleaning and disinfection kits for affected households from the beginning, as well as the provision of repellents and information related to mosquito proliferation and mosquito coils. At the same time, psychosocial support was provided and recreational activities were organized in the evacuation centers in order to provide well-being and maintain the emotional balance of the displaced people. especially for girls and boys.

In the second stage, focused on recovery, feasibility studies and market analysis were carried out to determine the best strategies for the reconstruction and rehabilitation of the affected households. A multipurpose cash transfer programme was implemented, aimed especially at the most vulnerable populations, in order to facilitate the recovery of their households and provide them with the necessary resources to restore their living conditions. This phase was oriented to the medium and long term, seeking to ensure a sustainable and resilient recovery for the communities affected by the floods.

The summary of the activities by area of intervention was as follows:

WATER, SANITATION AND HYGIENE: A total of 6496 people affected by the floods were reached through dengue awareness efforts and recommendations for flooding and safe return, with 820 families receiving cleaning kits (550 from Canelones, 120 from San José and 150 from Florida) and 636 families receiving dengue prevention kits (309 from Canelones, 120 from San José and 207 from Florida).



MULTIPURPOSE CASH TRANSFERS: A one-time cash transfer program was implemented to help families cover the costs of essential items. A total of 369 families were assisted (207 from Florida, 68 from San José and 94 from Canelones). The amount initially allocated, based on the basic food basket, damages suffered and losses recorded, among other factors, was CHF 450 for families of 4 members. It is important to note that the amount and distribution strategy were defined through a detailed survey of the affected families and a market and feasibility analysis. The National Society had previous experience in cash transfer programmes and collaborated with a financial company (PREX) under a partnership agreement.

CEA: Post-distribution feedback mechanisms were implemented, including community visits and phone calls to gather information on the effectiveness and satisfaction of beneficiary families with hygiene and cleaning kits. Likewise, a mechanism for complaints, claims and concerns was activated in all intervention departments, allowing the community to express their concerns and suggestions about the distribution process and the quality of the assistance provided. The main queries received had to do with the activation of the card, recharge times and problems with its use at ATMs.

Although in the first update it was established to be able to hold focus groups with the communities to include their contributions and feedback, the difficulty in getting a person with previous experience and a specific team for the implementation, added to the fact that the teams that worked on the response were limited, caused that this activity could not be implemented.

Targeting Strategy

Who was targeted by this operation?

The Uruguayan Red Cross aimed to assist 3,500 people in the departments of Canelones, Florida and San José. The target population of this action plan included those directly affected by flooding in their homes, power outage, and displaced families (both evacuated and self-evacuated). The definition of the families to be reached was made in collaboration with the CECOEDs and the SINAIE.

To estimate the number of people to be reached, the latest census carried out by the National Institute of Statistics was taken as a reference, which details that households have an average of 3 people per family.

The Uruguayan Red Cross worked in coordination with the National Emergency System from the evaluation phase to jointly determine the families to prioritize and select in each intervention. This collaboration ensured the non-duplication of efforts and an efficient distribution of available resources.

Explain the selection criteria for the targeted population

For this operation, the following selection criteria were considered:

For general assistance:

- Families displaced because of the floods.
- Families whose households were directly damaged by the disaster.
- Families that included at least one child, people over 60 years of age, pregnant women and/or people with disabilities, due to their greater vulnerability in emergency situations.
- Families who did not receive direct assistance from other entities or organizations, with the aim of avoiding duplication of efforts and ensuring that aid reached those who needed it most.

For the cash transfer program:

- Families displaced because of the floods.
- Families who suffered total or significant losses to their personal belongings, furniture, and appliances.
- People who were not reached by other government programs or projects.
- People who did not have access to economic assistance provided by the State.
- The needs of all population groups were considered, considering age, sex, gender and the situation of persons with disabilities or special needs.



Total Assisted Population

Assisted Women	3,571	Rural	10%
Assisted Girls (under 18)	-	Urban	90%
Assisted Men	2,961	People with disabilities (estimated)	10%
Assisted Boys (under 18)	-		
Total Assisted Population	6,532		
Total Targeted Population	3,500		

Risk and Security Considerations (including "management")

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

Risk	Mitigation action
Access to flood-damaged areas is complex	Suitable vehicles were used for access to the work areas. Safe areas were sought and used for the development of activities, such as common and public spaces near the affected communities. Alternative routes or suitable means of transport were identified to reach the affected areas, considering soil and terrain conditions. In addition, during the planning of the deployments, a follow-up was carried out on the website of the highway police where the routes and roads that were closed were tracked.
Increased risk and cases of dengue fever in affected areas	As part of the personal protective equipment, mosquito repellent was distributed to all staff and volunteers involved. At the same time, information and updates were disseminated to all the people involved in the operation.
Physical and mental exhaustion of the response teams.	Adequate work shifts were established to ensure that response teams had sufficient time to rest and recover. Psychological support and counselling were provided to team members who may be affected by stress and fatigue.
Lack or scarce integration of the communities in the implementation of actions.	Meetings and workshops were held with representatives of affected communities to involve them in the planning and implementation of response activities. The formation of community disaster management committees was promoted and worked closely with the response teams
Lack of coordination or delays in the contracting process	Streamlined contracting and procurement processes by assigning clear responsibilities and advance planning of logistical needs. Support was provided by a Finance Surge member in the monitoring of IFRC purchases, financial statements, and procedures.

Please indicate any security and safety concerns for this operation:

As for the safety challenges that could arise during this operation, the possibility of injury when providing assistance in the affected areas and transportation difficulties due to flooding that affected the roads were highlighted. To mitigate these risks, all volunteers



were insured and provided with the necessary safety materials to carry out the activities safely and effectively

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Multi Purpose Cash

Budget: CHF 169,442

Targeted Persons: 1,050

Assisted Persons: 1,286

Targeted Male: 627

Targeted Female: 659

Indicators

Title	Target	Actual
# of feasibility and market studies conducted	1	1
# of families reached through the multipurpose cash transfer program	350	369
# of volunteers participating in the training sessions for the implementation of the program	17	22

Narrative description of achievements

- Prior to the implementation of the Cash Transfer Program distributions, the National Society conducted a feasibility study and market analysis to confirm the best way to implement the program in the three selected departments. For this process, a multidisciplinary team was formed made up of 17 volunteers, the Coordination of Integral Risk Management and the Finance area, which made it possible to develop a comprehensive document validated by the key pillars of the National Society.
- Once the document was updated and approved by the IFRC, the agreement with the financial provider (Prex) for the printing of the nominated cards was renewed. In parallel, work was carried out in conjunction with the different CECOED (Canelones, Florida and San José) to review and validate the lists of prioritized people. Prior to the distribution, a working team made up of volunteers and a Headquarters team was formed to update the existing guidance documents such as the card use booklet, recommendations for the safe use of cards and ATMs and basic indications on the cash transfer program.
- In the departments of Florida and San José, the CECOED provided lists of people affected and in the most vulnerable context, prepared by their technical teams. This information was cross-referenced with data obtained through telephone calls made by the National Society.
- In the case of Canelones, the Municipality made available teams of social workers, who worked together with the Uruguayan Red Cross teams to carry out the individual survey of each family.
- Prior to each instance of distribution, calls were made to all the families to be reached to collect the necessary information for the printing of the nominated cards. This task was carried out by volunteers from various branches, who moved to the headquarters to provide support. This collaboration made it possible to streamline the organization and optimize the distribution process.
- The logistics of the distributions were organized in coordination with the CECOED and the different working teams, with the aim of identifying and establishing the most appropriate delivery points in each city. The aim was to ensure that families did not have to travel long distances and, at the same time, to subdivide the distribution days to avoid crowds and excessively long days.
- A total of 13 distribution instances were carried out, reaching a total of 207 families in Florida, 68 in San José and 94 in Canelones.

- Once the distributions were made, a post-distribution follow-up was carried out through telephone calls to randomly selected families. During the call, the process of using the money was consulted and queries were resolved.
- The differences between the number of people expected to be reached and those reached is that the calculation of people per family was made using data from the National Institute of Statistics, but when distributing the National Society consulted the real data on the number of members per household.
- Likewise, the realization of internship processes allowed more volunteers to participate in the process and facilitating the possibility of carrying out more than one distribution simultaneously.

Lessons Learnt

Although the National Society had previously worked with the selected financial provider, in this operation it was identified that the provider had expanded its services and had a considerably higher volume of customers, which generated internal delays in the logistical processes and in the times for the acquisition of the cards. For future operations, it is recommended to meet previously with the supplier to reconfirm the deadlines and times necessary for each stage of the process, establishing clear and realistic agreements that allow for more precise planning.

Likewise, the importance of assigning exclusive personnel for this part of the operation was evident. The cash transfer program requires multiple stages, detailed attention and rigorous handling of the documents to be signed, prepared and collected. In this sense, assigning tasks in multitasking can represent an operational risk, as it affects efficiency and increases the possibility of errors. Having human resources dedicated exclusively to this activity would contribute to a more efficient and orderly management of the process.

Challenges

The lack of a dedicated team assigned exclusively to the management of the cash transfer programme meant that the necessary documents had to be prepared simultaneously with the distributions and multiple field visits. This situation presented a great challenge in terms of time optimization and caused an excessive accumulation of responsibilities in a small group of people.

Although it was originally planned to incorporate a person specialized in finance to provide support throughout the operation, the difficulty in identifying a suitable SURGE profile that could give continuity to the financial tasks once their mission was completed after the first 3 months resulted in volunteers, who had been working since the beginning of the operation, had to assume these responsibilities. This situation, while a learning opportunity and a strengthening of the capacities of the National Society, also meant a heavy workload and a high level of responsibility for a very small team.



Water, Sanitation And Hygiene

Budget: CHF 77,745

Targeted Persons: 3,500

Assisted Persons: 6,496

Targeted Male: 2,940

Targeted Female: 3,556

Indicators

Title	Target	Actual
# of families reached with the distribution of cleaning kits	500	820
# of families reached with dengue prevention kits	500	636
# of individuals reached through dengue awareness campaigns	3,500	6,496



Narrative description of achievements

- At the same time as the DREF request and response plan were being drafted, an update of the items to be distributed was made, taking as a reference the IFRC standard kits and the National Society's previous experience in the assembly and distribution of kits. This allowed us to quickly have a specific list of inputs to be acquired through tender. For this stage, the participation of a person deployed through the SURGE system in finance was essential, which facilitated an efficient bidding process and purchase of the necessary materials.
- To improve the efficiency of the operation, it was decided to establish a logistics HUB at the headquarters in Santa Rosa (Canelones). This location was selected for its strategic proximity to distribution points in Canelones, Florida and San Jose and for its ability to house volunteers in charge of packaging the kits. In addition, sustainable management of the waste generated was implemented: the recyclable cardboard from the kits was transferred to a recycling point, and a supplier of 100% recyclable materials was selected for the kit boxes, with the aim of making the response as ecological as possible.
- A cargo van was moved to the logistics HUB, which allowed loading and unloading to be carried out more effectively and without depending on the restricted schedules of the Central Headquarters.
- An information booklet was added to the content of the cleaning kit with recommendations against flooding, safe return to households (how to do it, how to clean effectively and safety measures to be taken) and for the correct use of the supplies included in the kits.
- As part of the response, items were selected for two different types of dengue prevention kits, one focused on adult families and the other focused on families with children that included specific repellent for these ages and hypoallergenic. All the kits were distributed with booklets with recommendations and sensitization was organized with each of the families reached.
- To carry out the distributions, work was carried out in coordination with the different CECOED and municipalities, ensuring that the delivery points were close to the affected communities. In addition, the Uruguayan Red Cross collaborated with community centers and schools in the most impacted areas, since these institutions had used resources planned for the whole year in the immediate conditioning of their facilities. This strategy not only maximized the number of families reached, but also turned schools into effective distribution points, making it easier to deliver the kits to the families of the children attending those institutions. In a broken-down manner, the following number of kits were distributed by department:
 - Canelones: 550 cleaning kits and 309 dengue kits
 - San José: 120 cleaning kits and 120 dengue kits
 - Florida: 150 cleaning kits and 207 dengue kits
- During the 33 instances of distribution in schools, awareness spaces were generated with 6496 people on how to act in the face of floods, care to be taken and key messages of dengue prevention, which in turn allowed the National Society to approach different educational institutions. Through another project, work continued in these schools on raising awareness about water care, seeking not to generate specific interventions, but also medium-term work in the centers.

Lessons Learnt

The strategic choice of the Santa Rosa branch as a logistics center reduced costs and distribution times. Advance preparation and previous experience with similar emergencies, such as drought, contributed to improved logistics. optimize financial support and recognize operational limits

Challenges

Inter-institutional coordination with the CECOED when collecting information on the people to whom the humanitarian kits were going to be distributed.

Existence of inadequate logistics spaces and the dispersion of kits between Santa Rosa and Montevideo



Community Engagement And Accountability

Budget: CHF 0

Targeted Persons: 3,000

Assisted Persons: 6,532

Targeted Male: 2,957

Targeted Female: 3,567



Indicators

Title	Target	Actual
Percentage of people reached satisfied with the operation	90	86
Number of Community Engagement and Accountability (CEA) strategies implemented in the operation	1	1
Number of community members who participated in focus groups	30	0
Percentage of suggestions and complaints received through forms and/or suggestion boxes taken into consideration	90	100

Narrative description of achievements

- At the beginning of the operation, an exclusive WhatsApp number was made available for CEA during the DREF. This telephone had specific days and times to attend to all the community's queries, which made it possible to organize response moments and provide a centralized means of communication nearby.

Suggestion boxes were made available for all distribution instances and people were informed of their existence, both for complaints, comments or suggestions for future instances

All the distribution instances were accompanied by informative and awareness-raising materials on the topics and a session with each family to explain and fine-tune the recommendations. In different instances, these spaces allowed families to have a safe space to tell their experiences.

- In the case of Canelones, it was possible to establish an internal mechanism together with CECOED to respond to families that had not been on the original lists due to existing under-registrations, which allowed the Intendancy and the Uruguayan Red Cross to complement each other in their response to maximize the scope.

- Although 100% of the people surveyed stated that the response of the Uruguayan Red Cross was useful to them, 86% stated that they had received enough information about the use of the card, however, approximately 50% stated that they did not know the criteria for selecting and prioritizing the response. Regarding the use of the cash cards, 90% of the families surveyed used the money to buy furniture that had been damaged during the flood

Lessons Learnt

By not having carried out focus groups in the context of an emergency in recent years, their organization exceeded the existing capacities both in terms of the number of people trained and in the capacity to develop the necessary materials and organization. This led to the line not being able to be implemented.

For future experiences, it is recommended either to include a person from CEA from the beginning of the operation, or to request support through SURGE or to the cluster/regional office for the timely assembly of these materials and schedules.

Once the CVA stage begins, it is necessary to have more people who can respond to the requests of the community since the telephone number for consultations was saturated and the National Society had very few people to be able to attend to these queries or complaints

Challenges

Ability to address a focus group strategy due to the low number of trained volunteers
Saturation of feedback lines with the community due to the shortage of volunteers



Secretariat Services

Budget: CHF 32,696



Targeted Persons: 0
Assisted Persons: 0
Targeted Male: 0
Targeted Female: 0

Indicators

Title	Target	Actual
1x Surge finance officer deployed	1	1
# of monitoring missions	3	0

Narrative description of achievements

- A SURGE finance staff member was deployed for two months. During this period, a voluntary internship was carried out with two people, who occupied the role for the rest of the operation (3 months). The National Society requested to consider the deployment of a person from CEA for the implementation of focus groups, but due to the difficulty in obtaining profiles, this deployment was not carried out.
- On the other hand, weekly and virtual monitoring of the activities, results and financial execution was carried out by the PMER and Programs and Operations teams of the IFRC Delegation for the Southern Cone. This made it possible to provide support and technical guidance to the National Society team, identify gaps in results, update the reports of the operation and, in this way, continue with an extension of time that allowed the expected key results to be met

Lessons Learnt

Sharing key information (activities, indicators, results, documentation, guides) between the Delegation and the National Society was an element that made it possible to streamline processes and conduct monitoring effectively.

The more active presence of the Delegation's staff is necessary, both to accompany the implementation and reporting processes. This was especially key in the areas of Finance and CEA

Challenges

The difficulty in identifying key profiles in CEA prevented the possibility of having a more robust feedback process with communities through focus groups



National Society Strengthening

Budget: CHF 35,198
Targeted Persons: 0
Assisted Persons: 0
Targeted Male: 0
Targeted Female: 0

Indicators

Title	Target	Actual
Technical staff hired for the operation	1	1
# of staff members and volunteers who received personal protective equipment	30	30



# of lessons learned workshops conducted	1	1
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Narrative description of achievements

- From the beginning of the operation, 14 hours of exclusive coordination were hired for the DREF operation, which ensured that there were a minimum of permanent hours for the organization of all tasks and their implementation.
- Due to changes in temperature and weather forecasts, and that the National Society received a donation of repellents and mosquito products, the purchase of warm collars was carried out for all the people who participated directly in the distribution, loading and unloading instances.
- Because the deployment of a finance personnel could be carried out for two months, an internship process with induction was carried out with the person deployed via the SURGE system that allowed volunteers to carry out the role, without overloading the coordination with financial tasks or saturating the National Society team that carries out regular finance tasks. In turn, this allowed for trained volunteers to develop financial follow-ups, internal reports, journaling, and consolidation of budget lines.

As in previous emergency operations, it was contemplated to have audiovisual coverage of the different instances of the operation (social networks), which allowed to have a quality product and without overloading the people in the communication area.

- At the end of the activities of the operation in September, with the facilitation of a Senior PMER Officer from the Regional Office, a lessons learned workshop was held with volunteers and staff of the National Society in Montevideo. This process made it possible to identify positive factors and to improve the actions implemented during the operation, as well as to generate recommendations prioritized by sector and responsible for the future. It should be noted that in this instance the lessons learned from previous operations were considered, which reinforced the reliability of the analysis and allowed the consolidation of a robust work plan for the future.

Lessons Learnt

It is suggested for future operations to consider, in addition to a person for coordination, a permanent person hired exclusively for the operation who can cover the roles of finance and logistics, so as not to overload volunteers and to better organize the work.

Challenges

Due to the small number of people available, it was challenging to continue with the programs and projects organized for the year, at the same time as the response actions were executed.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRUY005 - Uruguay - Floods

Operating Timeframe: 02 Apr 2024 to 30 Sep 2024

Selected Parameters			
Reporting Timeframe	2024/4-2025/5	Operation	MDRUY005
Budget Timeframe	2024-2025	Budget	APPROVED

Prepared on 02/Jul/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	315,080
DREF Response Pillar	315,080
Expenditure	-274,072
Closing Balance	41,008

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	169,442	175,301	-5,860
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene	82,005	49,388	32,617
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		-9	9
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	251,447	224,680	26,766
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	32,696	24,105	8,590
EA03 - National Society Strengthening	30,938	25,287	5,651
Enabling Approaches Total	63,634	49,392	14,242
Grand Total	315,080	274,072	41,008

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

Please explain variances (if any)

A total of CHF 315,080 was allocated from the Disaster Response Emergency Fund (DREF) for the implementation of this operation. By the end of the operation, total expenditures amounted to CHF 274,072. The unspent balance of CHF 41,008 will be returned to the DREF.

Due to the migration of systems, the report presents budgetary variations vs. execution, mainly in the strengthening of the National Society and the secretariat's services, which are related to the transfer of funds to the National Society and correspond to the different coding of the systems.



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