



Homes swept away by floods in El Torno, Santa Cruz. Source: Prensa Red Uno.

Appeal: <b>MDRBO020</b>	Hazard: <b>Pluvial/Flash Flood</b>	Country: <b>Bolivia</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Yellow</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 272,193</b>	
Glide Number: <b>-</b>	People Affected: <b>12,102 people</b>	People Targeted: <b>3,000 people</b>	
Operation Start Date: <b>27-12-2025</b>	Operation Timeframe: <b>6 months</b>	Operation End Date: <b>30-06-2026</b>	DREF Published: <b>29-12-2025</b>
Targeted Regions: <b>Santa Cruz</b>			

# Description of the Event

## Date of event

14-12-2025

## What happened, where and when?

On 13 December 2025, intense and prolonged rainfall in Santa Cruz caused the overflow of the Piraí River and its tributaries, leading to rapid-onset flooding across several municipalities. The most affected areas include El Torno, La Guardia, Warnes, Montero, General Saavedra, Mineros, Porongo, and Colpa Bélgica. Bridge and housing failures left some communities isolated.

In Bolivia, the combined effects of the El Niño and La Niña climate phenomena have intensified rainfall patterns in the Amazon basin and inter-Andean valleys. According to the National Meteorology and Hydrology Service (SENAMHI), above-average precipitation was recorded across much of eastern Bolivia during 2025, contributing to river overflows, flooding, loss of livelihoods, and human casualties. These compounded climate factors have significantly increased flood risks in productive municipalities such as El Torno.

By 19 December 2025, official sources confirmed 20 fatalities, 20 missing persons, and 3,000 affected families, with over 500 people evacuated. The Departmental Health Service (SEDES) reported 567 medical consultations, mainly for hypothermia and trauma.

The Government activated a crisis cabinet, declared emergencies at municipal and departmental levels, and deployed SAR-FAB and rescue brigades. The SENAMHI Red Alert (15–17 December) was downgraded to Orange Alert, which remains active until 22 December. SEARPI identified 198 critical points, concentrated in the Río Grande and Piraí basins, signaling widespread risk.

On 14 December, the Departmental Government declared a disaster (Decree No. 512), followed by municipal declarations in El Torno, Porongo, and Warnes. While the disaster has been declared at the departmental level, there is no national declaration yet; a meeting at the Ministry of Foreign Affairs is scheduled for 23 December to assess escalation to a national emergency, as reported by the Humanitarian Country Team.

As of the date of this report, the situation has not been declared a national emergency. The meeting between the Humanitarian Country Team and the Ministry of Foreign Affairs, originally planned for 23 December to assess a possible national-level declaration, was postponed due to social unrest linked to newly announced economic measures.



Infrastructure destroyed community district 7. El Torno. Source: BRC



River overflow in el Torno. Source: Social Media

## Scope and Scale

As of 19 December 2025, Santa Cruz faces its most severe flooding in over four decades following the overflow of the Piraf River. The disaster has caused 20 deaths, 20 missing persons, and approximately 3,000 affected families across El Torno, La Guardia, Warnes, Montero, Mineros, General Saavedra, and Colpa Bélgica.

The Departmental Government declared a Departmental Disaster (Decree No. 512, 14 December), enabling aerial rescues and emergency shelters. Access remains a critical challenge: at least 42 roads and 15 bridges are damaged, including four collapsed bridges in El Torno and 350 km of rural roads in Porongo, leaving communities isolated. In El Torno alone, 36 km of road are completely impassable, forcing 90% of evacuations to be carried out by helicopter. Colpa Bélgica reports 1,500 families affected and severe disruption of connectivity after the partial destruction of the main bridge linking the capital with the northern region.

Housing and livelihoods have been devastated, with entire communities submerged, loss of crops, and contamination of water sources. Health impacts are escalating: 567 medical consultations have been recorded, including hypothermia, trauma, and 120 cases of fungal infections among responders. Eight patients remain hospitalized, and risks of waterborne and respiratory diseases are high due to damaged sanitation systems and precarious shelter conditions.

Local authorities have activated four temporary shelters in El Torno, while additional spaces in schools and sports facilities are being used in Warnes and Montero. However, isolation and logistical constraints continue to limit humanitarian access. These conditions demand urgent logistics support, WASH interventions, health services, and restoration of connectivity, alongside contingency planning for persistent rainfall and potential new overflows.

Source Name	Source Link
1. Red Uno News. President issues statement on the emergency	<a href="https://www.facebook.com/share/r/17WSmj0jX9/">https://www.facebook.com/share/r/17WSmj0jX9/</a>
2. DTV News. Police mobilize 100 officers	<a href="https://www.facebook.com/share/v/17K9BoHbyD/">https://www.facebook.com/share/v/17K9BoHbyD/</a>
3. Santa Cruz Department Government. Governor conducts aerial survey of the area	<a href="https://www.facebook.com/share/p/17mFa39VqS/">https://www.facebook.com/share/p/17mFa39VqS/</a>
4. El Deber News. Local residents publish list of missing persons	<a href="https://eldeber.com.bo/santa-cruz/torno-identifican-cuatro-siete-fallecidos-reportan-20-desaparecidos-inundaciones_1765739976">https://eldeber.com.bo/santa-cruz/torno-identifican-cuatro-siete-fallecidos-reportan-20-desaparecidos-inundaciones_1765739976</a>
5. Municipality of Warnes declares state of emergency	<a href="https://www.facebook.com/reel/1252477863606091/?app=fb">https://www.facebook.com/reel/1252477863606091/?app=fb</a>

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	-
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

-

### Lessons learned:

The accumulated experience from previous flood emergencies in Bolivia highlights the following key lessons:

1) Interagency Coordination and Local Engagement



Early coordination among national, departmental, municipal authorities and community actors is essential to optimize available resources, avoid duplication of efforts, and ensure efficient and relevant coverage in response actions. This articulation strengthens territorial governance, consolidates capacities, and guarantees timely assistance to the most vulnerable populations.

2) Community Engagement and Accountability (CEA)

Clear, transparent, and culturally appropriate communication builds trust within communities and significantly improves the effectiveness of humanitarian actions. Implementing two-way communication and accountability mechanisms enables affected populations to access relevant information, express their needs, and actively participate in response processes—contributing to more legitimate, inclusive, and context-adapted interventions.

3) Continuous Assessment and Adaptability

In flood emergencies, the ability to adjust plans and resources based on the evolving situation is critical for an effective response. Timely data collection in remote areas is equally essential, as it allows for adaptive strategies and resource prioritization where needs are greatest, ensuring targeted and efficient assistance.

4) Protection and Support for Vulnerable Groups

Women, children, persons with disabilities, older adults, and isolated rural communities require differentiated approaches to reduce risks and guarantee equitable access to assistance.

5) Strengthening Local Technical and Logistical Capacity

Past operations demonstrated the importance of reinforcing local capacities in transportation, supply chains, and volunteer brigades to ensure rapid and effective response.

6) Sustainability and Early Recovery

Integrating risk reduction measures, community awareness, and alternatives to uncontrolled burning practices is key to reducing the recurrence of similar emergencies.

7) Cash-Based Assistance – Beneficiary Validation

Experience from previous cash-based interventions in Bolivia shows that, after the initial cleaning of beneficiary lists, it is essential to validate the final lists with community leaders. This practice helps prevent subsequent complaints, strengthens community acceptance, and reduces the risk of excluding households that are genuinely in need of humanitarian assistance. This lesson will be applied in the current operation to improve transparency, targeting accuracy, and accountability in the implementation of the Multipurpose Cash Assistance (MPCA).

The recurrent nature of floods in Bolivia demands a comprehensive, preventive, and flexible response that incorporates these lessons into operational practice and strategic planning. Sustainability will depend on linking humanitarian action with public policies, community strategies, and local resilience—ensuring more effective protection for both populations and ecosystems.

Did you complete the Child Safeguarding Risk Analysis in previous operations, what was risk level?	Yes
What was the risk level for Child Safeguarding Risk Analysis?:	Very high risk- A detailed action plan is needed with support from technical areas at the IFRC.

## Current National Society Actions

### Start date of National Society actions

15-12-2025

<b>Livelihoods And Basic Needs</b>	The Santa Cruz branch supported food distribution and transportation, complementing local authority efforts. Many families had to walk several hours to collect food rations due to road disruptions, making this support critical.
<b>Water, Sanitation And Hygiene</b>	Distributions began on 17–18 December, including 2 boxes of flocculants (360 sachets each) and 40 buckets (10 liters), fully delivered to affected communities. Additionally, 400 hygiene kits and 400 WASH kits are prepared for distribution during the current week. These actions aim to strengthen community capacities and reduce health risks.



<b>Protection, Gender And Inclusion</b>	The RFL service was prepared for activation, with equipment ready for connectivity, dissemination of key messages, and orientation on referral routes for family tracing. No active RFL cases have been reported yet, but the network is on standby to support searches for missing persons if required. The BRC Protection and Security Officer validated the security manual to ensure institutional preparedness.
<b>Coordination</b>	During the floods in El Torno, the Bolivian Red Cross (BRC), through its emergency team and the Santa Cruz branch, coordinated closely with local authorities, Civil Defense, and affected communities. Actions included planning distributions, collecting damage and needs data, and participating in coordination meetings with the departmental government and municipal authorities to ensure an articulated and timely humanitarian response. The National Office provided technical and logistical support to the Santa Cruz branch, which also engaged in Regional Emergency Committees.
<b>Assessment</b>	<p>On 17, 18, and 19 December, in coordination with the Santa Cruz departmental government and Civil Defense, joint assessments were conducted. On 17 December, data was collected in Districts 6 and 7, identifying 826 severely affected families. On 18 and 19 December, the branch deployed a six-person team to support evaluations and complete the EDAN (Damage and Needs Assessment).</p> <p>Access to affected areas was severely constrained by collapsed bridges (at least two) and blocked roads due to mud, stagnant water, and landslides, particularly toward Districts 6 and 7. Eleven communities were completely isolated, without food supply or evacuation options. To overcome these challenges, BRC contracted 4x4 vehicles and used alternative trails alongside affected families. For unreachable areas, helicopter transport was coordinated with the departmental government, enabling aerial evacuations and EDAN data collection.</p>

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The IFRC Delegation for the Andean Countries, based in Lima, oversees operations in Bolivia, Ecuador, and Peru. It maintains close coordination with the Bolivian Red Cross (BRC) and ensures continuous communication with all levels of the Federation. During this emergency, the IFRC Secretariat provides regular support to BRC in key areas such as finance, reporting, logistics, and operational coordination.</p> <p>The IFRC is currently supporting the Bolivian Red Cross through two ongoing operations:</p> <ul style="list-style-type: none"> <li>* A large-scale response and early recovery operation addressing flooding events that affected communities in four departments during the first quarter of 2025. (MDRBO018)</li> <li>* A DREF operation for wildfire impacts in the departments of Santa Cruz and Beni. (MDRBO019)</li> </ul> <p>It is important to note that the communities assisted under these previous operations are different from those affected by the overflow of the Pirai River in December 2025.</p>
<b>Participating National Societies</b>	Swiss Red Cross: Supports BRC in strengthening disaster risk management and health capacities, promotes policy development, and assists in identifying opportunities for institutional growth. It also provides technical input for the Institutional and Operational Strengthening Plan.

## ICRC Actions Related To The Current Event

The ICRC supports BRC in strategies to enhance institutional capacity, Safe Access, and Restoring Family Links (RFL). Although the BRC is not currently working with the ICRC on direct emergency response, the ICRC is funding micro-projects that improve operational safety



and integrate Safe Access as a cross-cutting approach.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	<p>The Departmental Government of Santa Cruz has delivered over 37 metric tons of food to affected communities. Four rotating health brigades are active ceaselessly, and a medical assistance post is established in El Torno. More than 150 personnel—rescuers, soldiers, and volunteers—are deployed, supported by two helicopters conducting evacuations and transporting essentials.</p> <p>The National Government set up a permanent Crisis Cabinet at the Presidential Palace on 14 December, following the river overflow. No national emergency decree has been issued yet, but a meeting is planned for 23 December at the Ministry of Foreign Affairs to evaluate possible escalation.</p> <p>The CAF – Development Bank of Latin America and the Caribbean has committed USD 250,000 for humanitarian assistance in response to these floods.</p>
<b>UN or other actors</b>	<p>PAHO, in collaboration with UGRED/Ministry of Health, responded to the isolation of the Junta Pororó Health Center by deploying a support team with medicines and health staff, coordinated through El Torno Hospital and local health centers in Jorochito and Limoncito.</p> <p>The Humanitarian Country Team, led by OCHA and including UNICEF, WFP, UNFPA, and NGOs like World Vision and Save the Children (CAHB), has formally activated for this emergency.</p>

### Are there major coordination mechanism in place?

#### Local Coordination:

\* The Municipal Committee for Risk Reduction and Disaster Management (COMURADE) in El Torno, attended by the Santa Cruz branch of BRC, convened daily on 14, 15, and 16 December, focusing on risk analysis and planning. BRC supported EDAN assessments alongside municipal and departmental teams on 18 and 19 December.

\* Municipal governments remain active, deploying emergency protocols, communications, and river monitoring, issuing early warnings in vulnerable zones.

#### Intergovernmental & Sector Coordination:

\* A national Crisis Cabinet coordinates disaster response across all levels. While no national emergency decree has been issued, potential activation of the National Emergency Operations Committee (COE) is under consideration.

\* Intergovernmental coordination is ongoing to implement prevention measures—such as water flow control—across municipalities.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

In Districts 6 and 7 of El Torno, 33 houses were destroyed and rendered uninhabitable. There was an urgent need for temporary shelters with safe water, sanitation, and dignified conditions of security and privacy, as well as planning for transitional solutions.

Two municipal shelters were enabled but lacked adequate conditions and were nearly empty as families opted to relocate to safer areas or stay with relatives. Immediate needs included:

\* Hygiene kits, clothing, bedding, and food for families in shelters.

\* Safe spaces for vulnerable groups

As of 25 December 2025, only seven families remain in the El Torno temporary shelter. According to the Municipal Emergency Operations



Center (COE), basic needs related to food and shelter are currently covered. The main outstanding needs identified are hygiene support and assistance to facilitate families' safe return to their homes.



## Livelihoods And Basic Needs

Floods in El Torno severely impacted livelihoods, damaging agricultural production and critical infrastructure. River basins such as Grande, Piraí, Yapaaní, Ichilo, and Parapetí—which contribute significantly to the departmental agricultural GDP—suffered losses in grain, forage crops, and livestock production.

According to reports, 11 most affected communities lost between 50% and 100% of their crops, while livestock losses were still being quantified. Based on 2024 census data, 6,954 people in the department work in agriculture, livestock, forestry, and fishing, highlighting the scale of economic disruption.

Road and bridge destruction disrupted transport to markets and storage centers, isolating rural communities and limiting access to essential goods. Immediate action was required to prevent a prolonged crisis with severe social, economic, and health impacts.

In Districts 6 and 7 of El Torno, livelihoods are primarily based on citrus production. Four communities—Monte Verde, Cafetal, Quebrada León, and Playón—have been particularly affected, with an estimated 188 families losing almost all of their agricultural production due to the floods.



## Multi purpose cash grants

There was a pressing need to implement multipurpose cash transfers as a priority humanitarian assistance mechanism. Thousands of affected families lost homes, work tools, and livelihoods, leaving them dependent on external aid.

Markets in El Torno were 80% functional, and access to cash withdrawal points was possible via footpaths and motorcycle routes, despite road blockages. Helicopter routes were coordinated for assessments and emergency supply delivery.

Cash transfers would enable families to meet immediate needs for food, health, safe water, hygiene, clothing, and transportation, while supporting early recovery and livelihood restoration, ensuring flexibility, dignity, and autonomy in the humanitarian response.



## Health

Flooding in Santa Cruz, particularly in El Torno, Colpa Bélgica, Porongo, Warnes, and Montero, created critical health needs. Risks included acute respiratory infections, diarrheal diseases, and fungal infections linked to contaminated water, humidity, and inadequate shelter conditions. Immediate priorities were:

- \* Strengthening first aid and epidemiological surveillance in isolated communities.
  - \* Ensuring access to basic medical services and essential medicines.
  - \* Deploying ambulances and mobile health brigades to cut-off areas.
  - \* Securing safe water and sanitation as preventive measures.
  - \* Psychosocial support was essential for families facing loss of life and property, alongside training for volunteers and responders on health and protection protocols, with a focus on children, pregnant women, older adults, and persons with disabilities.
- The deployment of ambulances and mobile medical brigades coordinated by the departmental government and local authorities has had a positive impact by relieving health centers that were operating beyond their capacity and by bringing essential medical services closer to affected and isolated communities, improving access to health care during the emergency.



## Water, Sanitation And Hygiene

In District 7 (El Torno), communities such as Jardín de las Delicias, La Rojiza, Monte Verde, and Nuevo Surutú faced severe limitations in access to safe water, relying on streams, wells, and storage tanks with partial coverage. Distances of up to 35 km from urban centers and poor road conditions hindered supply. Over 200 families were exposed to untreated water consumption.

In District 6, communities like Espejo, Alto Espejo, Lomerío, and Punta Piraí showed mixed conditions: some had network systems linked



to tanks or wells, while others lacked any water system. Populations exceeding 160 families and reliance on natural sources without treatment posed immediate health risks.

Urgent intervention was needed to:

- \* Rehabilitate systems and restore safe water access.
- \* Provide water treatment solutions and hygiene kits.
- \* Strengthen community hygiene practices to prevent outbreaks.



## Protection, Gender And Inclusion

Children, pregnant women, older adults, and persons with disabilities face heightened vulnerability due to isolation, loss of housing, and lack of documentation. Immediate needs include differentiated registration of vulnerable groups, safe spaces with PGI considerations, mechanisms for restoring family links, clear information on available services, and psychosocial support to mitigate emotional impacts and ensure an inclusive and equitable response.

Dozens of homes have been damaged or buried under mud, forcing families to seek refuge with relatives or relocate to safer areas. Many affected families have lost identity documents, limiting access to health services, mobility, and administrative procedures.

### Any identified gaps/limitations in the assessment

Needs assessments conducted after the floods in Santa Cruz revealed significant shortcomings. Despite efforts, key sectors like shelter, water and sanitation, and health remained only partially addressed. Limited resources, shortages of essential supplies, and lack of specialized personnel constrained local authorities' ability to respond effectively.

Physical access was another major barrier: road damage and ongoing rainfall isolated communities, delaying aid delivery and data collection.

Coordination challenges compounded these issues. Inter-agency collaboration varied widely between districts, and in some areas was completely absent, leaving gaps in service provision. Vulnerable populations—including older adults, persons with disabilities, and rural families facing crop losses—were underrepresented in assessments, heightening risks of food insecurity and social exclusion.

[Assessment Report](#)

## Operational Strategy

### Overall objective of the operation

Through this DREF operation, the Bolivian Red Cross seeks to assist 3,000 people affected by the floods in the municipality of El Torno, department of Santa Cruz—particularly in Districts 6 and 7 and the communities of Tres Pozas, Espejo, Alto Espejo, San Pedro, El Túnel, La Tacuara, Villa Paraíso, Limones, Quebrada León y Laboye, Monte Verde, Cafetal, and Nuevo Surutú—through the implementation of activities in Multipurpose Cash Assistance, Health, and Water, Sanitation and Hygiene (WASH).

### Operation strategy rationale

A) Multipurpose Cash Assistance (MPCA)

The intervention will target 600 families with the highest levels of impact and vulnerability, based on selection criteria validated by local authorities and supported by Kobo-based assessments. Each family (average of 5 members) will receive BOB 1,200 (approximately CHF 135) to cover essential needs such as food, hygiene items, household repairs, and livelihood recovery (tools, seeds, inputs). This amount is based on market price monitoring conducted by IFRC Surge personnel during the current DREF operation, which determined the monthly basic family basket cost in Bolivia.

Despite damage to local markets in remote communities, El Torno's municipal center retains functional markets identified during needs assessments, with distances ranging from 7 km (Las Pozas, District 6) to 35 km (Las Delicias, District 7). Road rehabilitation is expected in the coming weeks.

Cash distribution will be managed through RedRose and MoneyGram under BRC coordination, led by a dedicated Field Technician and



supported by IFRC ARO and CCD offices. Community information sessions will precede transfers, and post-distribution monitoring will measure effectiveness and impact. Trained volunteers will support beneficiary registration, logistics, and monitoring. The overall MPCA target population under this DREF is 600 families, considering the scale of the impact, potential complementary interventions under the Emergency Humanitarian Plan (EHP), and the operational capacity of the National Society. This target ensures complementarity with other ongoing or planned response mechanisms in Santa Cruz.

## B) Health

Flooding has increased the risk of respiratory infections, diarrheal diseases, and vector-borne illnesses such as dengue. The health strategy focuses on reducing these risks through preventive measures, hygiene promotion, and psychosocial support for affected families and responders. Activities will include:

- Distribution of cleaning kits to 600 families (approx. 3,000 people) to reduce health risks and prevent vector proliferation. Kits will include detergent (1 kg), bleach (2 x 1 L), soap, broom, mop, rubber gloves, and a bucket for household cleaning.
- Community training for 600 people on prevention of respiratory and diarrheal diseases and vector control, including elimination of mosquito breeding sites to reduce dengue risk.
- Psychological First Aid (PFA): Deployment of brigades equipped with PFA kits to assist 50 affected individuals and 20 responders requiring emotional support.

At present, first aid and pre-hospital health services are being provided by local authorities. For this reason, the National Society's health response focuses on psychosocial support at community level, complementing existing public health services. If additional needs arise, the National Society has trained first aid brigades available to provide support as required.

Psychosocial support activities will target 50 affected individuals based on lessons learned from previous operations, where focused and targeted PSS interventions proved more effective and appropriate relative to the overall assisted population. Emotional support for 20 responders corresponds to the total number of volunteers mobilized for this operation, ensuring adequate care and well-being of response personnel.

## C) Water, Sanitation and Hygiene (WASH)

Flooding has disrupted water systems, leaving families reliant on unsafe sources and increasing the risk of waterborne diseases. The WASH strategy aims to restore access to safe water and promote hygiene practices through the following activities:

- Distribution of 600 hygiene kits including soap, shampoo, towels, sanitary pads, toothbrushes, toothpaste, toilet paper, wet wipes, and a reusable bag.
- Distribution of WASH kits with water purification tablets (8 blisters of 10 tablets each for 400 liters) and two 10-liter jerrycans per family.
- Community training for 600 people on safe water treatment, storage, and hygiene practices to prevent disease outbreaks.

The analysis of supply systems shows that the communities affected by floods in districts 6 and 7 of El Torno:

- 50% of the communities use tanks.
- 14% depend on geotanks.
- 28% have tanks with geomembrane.
- 8% use cisterns.

Since water collection is mostly from surface sources (streams and rivers) and from springs or wells without prior treatment, the most immediate and effective option to ensure water quality is the distribution and use of water purification tablets, which neutralize microbiological risks and guarantee safe consumption in all communities, regardless of the type of storage.

Some WASH items, including flocculants and buckets, originate from the ongoing flood response operation MDRBO018, where 400 hygiene kits, 400 WASH kits, two boxes of flocculants, and 40 buckets were initially planned for distribution in Samaipata between 15 and 21 December. Due to heavy rainfall and inaccessible roads, the distribution in Samaipata was postponed, and these items were temporarily reallocated to respond to the emergency in El Torno. Replenishment of these items will be planned to ensure the continuity of the MDRBO018 operation.

## D) Community Engagement and Accountability (CEA):

To ensure a transparent, inclusive, and community-centered response, the BRC will integrate CEA throughout the operation. This approach aims to strengthen trust, promote participation, and guarantee accountability to affected populations.

\* Initial Coordination with Community Leaders Before implementation, meetings will be held with local leaders and authorities to:

- Introduce BRC staff and volunteers, build trust, and facilitate community entry.
- Present the intervention strategy and align it with local priorities.
- Identify the most affected areas and prioritize urgent cases.



\* Feedback and Communication Channels: A dedicated WhatsApp hotline will be established to receive feedback and inquiries from the community, managed by trained BRC staff. This channel will:

- Enable real-time sharing of concerns and suggestions.
- Provide updates on the response.
- Collect feedback on assistance received.

The hotline and other feedback mechanisms will be promoted through community meetings, local leaders, printed QR codes on distributed items, and banners in strategic locations. Stickers with QR codes will be attached to distributed items to allow reporting of misuse, questions, or suggestions.

\* Cultural Adaptation and Language Inclusion:

Activities will be culturally validated with technical guidance from IFRC's regional CEA team. Key messages will be translated into indigenous languages, particularly Guaraní. Volunteers fluent in local languages will support communication and message review. Coordination will involve the National Office's communications focal point to ensure culturally appropriate messaging.

\* Sensitive Information and Referral Pathways

Reports of gender-based violence (GBV) or sexual exploitation and abuse (SEA) received through feedback channels will follow IFRC protocols, including the Integrity Line. Staff will be trained to handle sensitive reports appropriately. During the first month, stakeholders will be mapped to establish referral pathways in coordination with public institutions such as the Office of the Children's Ombudsman, IFRC PGI specialists will provide ongoing support.

The Integrity Line is the official and promoted mechanism used by the National Society to receive and manage reports related to Sexual Exploitation and Abuse (PSEA). All cases will be handled in line with IFRC protocols, ensuring confidentiality, survivor-centered approaches, and appropriate referral pathways.

As families are not staying in temporary shelters, no distributions will be conducted at shelter level. All assistance, including hygiene kits, WASH kits, and other non-cash items, will be distributed directly at community and household level, ensuring access to assistance for families who have remained in or returned to their communities.

\* Key Message Dissemination

Messages will be shared through multiple channels:

- Printed and digital materials on health and hygiene via social media and direct distribution.
- Guidance materials accompanying cash assistance distributions.
- Banners with health and safety messages in high-traffic areas.
- Audiovisual content shared through WhatsApp, social media, and local media.
- Suggestion boxes at meetings and workshops for anonymous feedback.

Community feedback collected through the WhatsApp hotline, community meetings, and post-distribution surveys will be regularly reviewed by the project coordination team. This feedback will be used to inform operational decision-making, including adjustments to targeting, communication messages, and implementation modalities throughout the operation, ensuring the response remains relevant, responsive, and accountable to affected populations.

\* Post-Operation Feedback and Learning

Focus group discussions and community meetings will be held at the end of the operation to gather feedback on assistance provided. These sessions will inform the Lessons Learned workshop and future response planning. Trust built with community leaders will support long-term collaboration beyond this operation.

## Targeting Strategy

### Who will be targeted through this operation?

The operation will focus on the most vulnerable groups within affected communities and first responders. Assistance will prioritize families facing severe impacts from flooding and those with limited access to government support. The strategy is grounded in principles of equity and accessibility, ensuring that humanitarian aid is relevant, effective, and contributes to a fair and sustainable recovery.

Targeted support will include access to basic health care through first aid and community health promotion, with emphasis on preventing respiratory infections, diarrheal diseases, and dehydration. Hygiene promotion activities will complement these efforts to reduce health risks in affected areas.

The communities to be prioritized are located in the following municipalities, selected by the Bolivian Red Cross branches, considering their level of affectation, as well as the operational capacity of the branch (volunteers, equipment and experience in previous interventions):

\* Municipality of El Torno, Districts 6 and 7, communities: Tres Pozas, Espejo, Alto Espejo, San Pedro, El Túnel, La Tacuara, Villa Paraíso, and Quebrada León, Monte Verde, Cafetal, and Nuevo Surutú.



The same households selected to receive Multipurpose Cash Assistance will also be prioritized to receive hygiene kits, WASH kits (including jerrycans and water purification tablets), and to participate in health, hygiene, and community education sessions. This integrated targeting approach ensures consistency across sectors, maximizes the impact of assistance, and reduces the risk of duplication or exclusion.

## Explain the selection criteria for the targeted population

Prioritization will focus on households and individuals with heightened protection needs, including:

- Pregnant women
- Single-parent families
- Families with children under five
- Older adults
- Persons with disabilities
- Migrant populations with protection concerns

The Bolivian Red Cross will leverage its strong community presence to identify the most vulnerable cases and those with limited access to government assistance. Additionally, the operation will include support for first responders actively engaged in emergency response, such as volunteers and firefighters, in line with the National Society's strategy to complement local and national efforts.

## Total Targeted Population

Women	979	Rural	60%
Girls (under 18)	551	Urban	40%
Men	956	People with disabilities (estimated)	5%
Boys (under 18)	514		
Total targeted population	3,000		

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

Risk	Mitigation action
Increase in operational costs due to fuel shortages in Bolivia	<ul style="list-style-type: none"> <li>• Conduct periodic reviews of branch activities to identify potential delays.</li> <li>• Develop a flexible operational plan to ensure objectives are met despite cost fluctuations.</li> </ul>



<p>Political use of humanitarian response during upcoming electoral processes (third quarter)</p>	<ul style="list-style-type: none"> <li>• Reinforce neutrality through internal and external communication.</li> <li>• Ensure clear identification of the Red Cross in all response activities.</li> <li>• Train volunteers on neutrality during sensitive periods.</li> <li>• Monitor and address any misuse of humanitarian response for political purposes.</li> <li>• Promote the Red Cross mandate throughout the project to strengthen public understanding.</li> <li>• Produce and disseminate communication materials and key messages on humanitarian principles, the Red Cross role, and emblem protection.</li> </ul>
<p>Impact of vector-borne diseases and extreme weather conditions on response teams</p>	<ul style="list-style-type: none"> <li>• Provide personal protective equipment (PPE) to all deployed teams.</li> <li>• Ensure staff and volunteers have required vaccinations for intervention areas.</li> <li>• Guarantee availability of trained personnel in first aid and access to emergency medical support.</li> </ul>
<p>Social and political instability affecting aid distribution (protests, strikes, road blockades)</p>	<ul style="list-style-type: none"> <li>• Maintain close coordination with local authorities and security forces.</li> <li>• Conduct regular security assessments and adapt operational plans accordingly.</li> <li>• Train staff on security protocols.</li> <li>• Use clearly marked Red Cross vehicles and uniforms for visibility and protection.</li> <li>• Develop and share contingency plans for social unrest with branch staff and volunteers, with technical support from ICRC.</li> </ul>
<p>Difficulty accessing communities due to flooded roads, landslides, and damaged infrastructure</p>	<ul style="list-style-type: none"> <li>• Identify and establish alternative transport routes.</li> <li>• Coordinate with local authorities and private transport providers for accurate information and additional logistical support.</li> </ul>
<p>High child safeguarding risk due to the emergency context and interaction with affected children</p>	<p>The high child safeguarding risk reflects the emergency context and scale of the operation rather than specific incidents. Mitigation measures during this DREF will focus on close supervision of all activities, clear role definitions for staff and volunteers, and the socialization of safeguarding and PSEA principles. As of 22 December, the National Society strengthened its PSEA framework through a national-level workshop and continues working towards the validation of safeguarding policies. Immediate actions during the operation will prioritize awareness, supervision, and adherence to IFRC safeguarding standards.</p>

**Please indicate any security and safety concerns for this operation:**

The operational context in Santa Cruz is influenced by political and social factors that may affect humanitarian response. Following the recent general elections and presidential runoff, the swearing-in of the new president has created a sensitive political environment marked by social mobilizations and tensions among different sectors. Economic and governance measures announced on 17 December have triggered protests, road blockades, and potential restrictions on movement in critical areas.

These conditions pose several risks for the operation:

- Safety of personnel: Increased exposure to demonstrations and localized unrest may endanger staff and volunteers in the field.
- Logistical disruptions: Road blockades could interrupt supply chains and delay the delivery of humanitarian assistance.
- Community acceptance: Heightened polarization may affect perceptions of neutrality and impartiality, requiring strict adherence to humanitarian principles.
- Operational continuity: Potential restrictions on mobility could limit access to affected communities.

To mitigate these risks, the Bolivian Red Cross will:



- Reinforce security protocols for staff and volunteers.
- Maintain close coordination with local authorities and security agencies.
- Monitor political and social developments continuously.
- Ensure strict neutrality and impartiality in all actions to safeguard community trust and operational integrity.

Has the child safeguarding risk analysis assessment been completed?

Yes

## Planned Intervention



### Multi Purpose Cash

**Budget:** CHF 92,401

**Targeted Persons:** 3,000

#### Indicators

Title	Target
Number of families assisted through the Multipurpose Cash Assistance program (MPC)	600
Number of feasibility studies conducted	1
Percentage of households participating in the post-distribution survey	80

#### Priority Actions

- Conduct a feasibility study and market price monitoring.
- Manage financial transactions through RedRose and MoneyGram for cash transfers.
- Organize community workshops on cash distribution and appropriate use of assistance.
- Carry out post-distribution monitoring survey.



### Health

**Budget:** CHF 30,149

**Targeted Persons:** 3,000

#### Indicators

Title	Target
Number of families receiving cleaning kits	600
Number of communities receiving training on prevention of ARIs and/or WDIs	5
Number of people receiving psychosocial support	50
Number of responders receiving emotional support	20



## Priority Actions

- Assembly and delivery of 600 family cleaning kits
- Development and implementation of community training sessions on prevention of ARIs and/or WDI in 5 communities
- Refresher training sessions for branch volunteers on evidence-based community surveillance
- Refresher training sessions for branch volunteers on Mental Health and Psychosocial Support (MHPSS)



## Water, Sanitation And Hygiene

**Budget:** CHF 50,204

**Targeted Persons:** 3,000

## Indicators

Title	Target
Number of families receiving household hygiene kits	600
Number of people trained in hygiene and disease prevention	600
Number of families receiving WASH kits	600
Number of people trained in the use of water purification tablets	600

## Priority Actions

- Assembly and distribution of household hygiene kits
- Assembly and distribution of WASH kits (water purification tablets and buckets)
- Delivery of hygiene promotion sessions and disease prevention training
- Training sessions on the correct use of water purification tablets
- Conduct post-distribution monitoring (PDM) surveys for WASH and hygiene kits to assess utilization, satisfaction, and key outcomes.



## Community Engagement And Accountability

**Budget:** CHF 6,902

**Targeted Persons:** 3,000

## Indicators

Title	Target
Number of planning and coordination meetings held with community representatives	3
Percentage of surveyed individuals reporting they received useful and applicable health information	60

## Priority Actions

- Place banners with key messages in strategic locations
- Establish a WhatsApp line as a channel for community feedback and opinions
- Organize planning, coordination, and accountability meetings with affected communities
- Conduct rapid community surveys to assess comprehension and usefulness of information provided during workshops.
- Conduct post-distribution monitoring surveys for non-cash assistance (WASH and hygiene kits) through community feedback mechanisms.





## Secretariat Services

Budget: CHF 37,885

Targeted Persons: -

### Indicators

Title	Target
Number of monitoring visits conducted	2
Number of rapid response personnel (Surge) deployed	1

### Priority Actions

- Deploy one rapid response personnel to support operation implementation: Operations Manager
- Conduct technical support visits by IFRC technical team to assist the National Society
- Carry out monitoring visits to the operation by the IFRC Country Cluster Delegation (CCD)



## National Society Strengthening

Budget: CHF 54,652

Targeted Persons: -

### Indicators

Title	Target
Number of lessons learned workshops conducted	1
Number of monitoring visits and technical support provided to branches by National Society staff	8
Number of National Society staff providing technical support and capacity strengthening during the operation	3

### Priority Actions

- Carry out monitoring visits and provide technical support to branches
- Ensure proper documentation and reporting of activities for accountability and learning
- Conduct lessons learned workshop at the end of the operation
- Support branch operational management through the deployment of dedicated coordination, logistics/finance, and field technical staff to strengthen planning, implementation, monitoring, and reporting capacities during the operation.
- Strengthen National Society systems for cash assistance, CEA, PMER, and accountability through on-the-job support and mentoring provided by hired staff throughout the response.

## About Support Services

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

Human Resources



\* Project Coordinator – 5 months (100%)

Responsible for overall planning and supervision of the operation, ensuring coordination with local authorities and humanitarian organizations. Oversees the collection of data for monitoring and evaluation under the Community Engagement and Accountability (CEA) approach. Acts as the primary focal point for reporting, ensuring timely and accurate submission of operational updates, SitReps, and final reports to IFRC and relevant stakeholders.

\* Coordinator / Logistics / Finance – 5 months (100%)

Leads logistics management, local operational coordination, and financial tracking of the operation. Responsible for procurement strategy, supply chain management, transportation, and distribution of relief items, including inventory control and temporary infrastructure. Manages funds, monitors expenses, and ensures transparency and compliance with National Society and IFRC standards for a rapid, organized, and effective humanitarian response.

\* Field Technician – 3 months (100%)

Responsible for design and implementation of the Multipurpose Cash Programme (MPC), ensuring compliance with IFRC standards and operational feasibility. Duties include conducting rapid damage and needs assessments, collecting primary data for reports and matrices, coordinating beneficiary registration and verification, and managing cash delivery mechanisms. The role also covers installation and maintenance of critical equipment (e.g., communication, energy, or water systems) and logistical support for humanitarian aid distribution.

\* Communications Intern – 3 months (100%)

Provides cross-cutting support for information and institutional visibility. Tasks include drafting and editing press releases, bulletins, and news notes; basic management of social media and digital channels to disseminate key messages; and photographic and audiovisual documentation of activities

## Volunteers

The operation will be carried out exclusively with volunteers deployed in the affected communities of Santa Cruz. Volunteers will provide direct assistance to vulnerable populations, including first aid, distribution of humanitarian aid, implementation of the Multipurpose Cash Assistance (MPC) program, and support in protection activities and community follow-up.

All volunteers will be covered by IFRC insurance. If necessary, the National Society will arrange additional coverage to ensure their protection throughout the operation, considering the transition between 2025 and 2026.

The mobilization of 20 volunteers has been defined based on the current operational capacity of the National Society in Santa Cruz, considering the simultaneous implementation of another emergency operation in the same department. This number is sufficient to cover the planned activities of this DREF over the six-month period, as volunteers will be deployed in a phased and targeted manner according to operational needs.

Although the overall DREF timeframe is six months, the duration of staff contracts has been defined according to the specific operational phases and needs of the response. The Project Coordinator and the Logistics/Finance Coordinator are engaged for five months to cover planning, implementation, monitoring, and reporting. The Field Technician is engaged for three months, focusing on the implementation phase of the Multipurpose Cash Assistance. The Communications Intern is engaged for three months; this position is currently covered under the Wildfires DREF, and the contract will be extended to ensure continuity of support for this operation as required.

## **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?**

BRC volunteer team reflects the gender, age, and cultural diversity of the communities we serve. The National Society prioritizes inclusive recruitment to ensure representation of women, men, youth, and individuals from different cultural backgrounds. This approach helps us deliver culturally appropriate and gender-sensitive assistance.

## **Will surge personnel be deployed? If yes, please provide the role profile needed.**

Yes

Surge personnel will be deployed exclusively to strengthen the operation in strategic and coordination aspects:

\* Operations Manager (1 month): Responsible for updating territorial security plans, ensuring implementation of action lines in accordance with international standards, preparing work plans, and defining roles and responsibilities between technical teams and



National Society volunteers.

No Surge required for MPC: The Bolivian Red Cross has trained volunteers specialized in cash assistance at branch level; therefore, implementation of the Multipurpose Cash Assistance (MPC) program will be led by the Project Coordinator / PMER / MPC (100%), hired specifically for this operation.

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

The National Society will carry out all procurement processes in compliance with IFRC procedures. Local suppliers will be prioritized for all items intended for distribution. In case of replenishment, the Regional Office will be duly informed. Current tender timelines depend on the procurement amount and range from 3 to 15 days, in line with IFRC standards.

For cash assistance, implementation will be through agreements with RedRose (information management services) and MoneyGram (financial service provider). The affected areas have access to MoneyGram financial services at medium distances and within the municipal capital, ensuring feasibility of cash transfers.

## **How will this operation be monitored?**

The operation will be continuously monitored by the Bolivian Red Cross Headquarters through the Disaster Risk Management Unit, which will employ institutional supervision systems and conduct regular field visits to intervention areas to verify activities and results, while providing technical support to teams.

Progress tracking will be under the direct responsibility of this Unit, complemented by training for staff and volunteers on National Society response procedures aligned with IFRC guidelines. The success of the operation will be evaluated based on indicators related to the completion of planned activities, quality of assistance provided, and progress in coordination and reporting.

Additionally, technical support by the IFRC Andean Countries Delegation are planned, both in-person and remotely, particularly during the phases of needs assessment, initial coordination, progress review, and report validation, ensuring comprehensive technical and administrative support.

## **Please briefly explain the National Societies communication strategy for this operation**

The National Society has trained personnel in Communications and Marketing. Through its Communications Unit, it will manage internal and external communication throughout the operation using an integrated system that combines digital channels, in-person interactions, and institutional coordination.

**Internal Communication:** Secure messaging platforms, email, and regular meetings will be used to ensure timely information flow between operational and management teams.

**External Communication:** The Communications and Marketing Unit will produce and disseminate audiovisual materials and information bulletins reflecting the emergency situation and response actions, ensuring transparency and credibility with affected communities, key stakeholders, and strategic partners. The media strategy includes press releases, regular updates on the institutional website, and posts on official social media channels of the Bolivian Red Cross — Facebook, LinkedIn, and TikTok — to strengthen visibility of the National Society's auxiliary role and foster public trust.

Additionally, the National Society maintains ongoing coordination with the IFRC Communications team to standardize institutional messaging and ensure consistency of information.

Official Channels:

\* Facebook: <https://www.facebook.com/share/1D9GEu3AKk/>

\* LinkedIn: <https://www.linkedin.com/company/cruz-roja-boliviana-oficial/>

\* TikTok: [https://www.tiktok.com/@cruz\\_roja\\_boliviana?\\_t=ZM-907OJSZOZ3L&\\_r=1](https://www.tiktok.com/@cruz_roja_boliviana?_t=ZM-907OJSZOZ3L&_r=1)



# Budget Overview



## DREF OPERATION

**MDRBO020 - Bolivian Red Cross  
Bolivia: Floods**

### Operating Budget

<b>Planned Operations</b>	<b>179,656</b>
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	92,401
Health	30,149
Water, Sanitation & Hygiene	50,204
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	6,902
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>92,536</b>
Coordination and Partnerships	0
Secretariat Services	37,885
National Society Strengthening	54,652
<b>TOTAL BUDGET</b>	<b>272,193</b>

*all amounts in Swiss Francs (CHF)*



# Contact Information

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

**National Society contact:** Edgar J. Butron Ledezma, Executive Director, direccion.e@cruzrojaboliviana.org.bo, +59167007300

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

**IFRC Project Manager:** Julian Perez, Coordinator, Programs and Operations, julian.perez@ifrc.org

**IFRC focal point for the emergency:** Julian Perez, Coordinator, Programs and Operations, julian.perez@ifrc.org

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

[Click here for the reference](#)

