



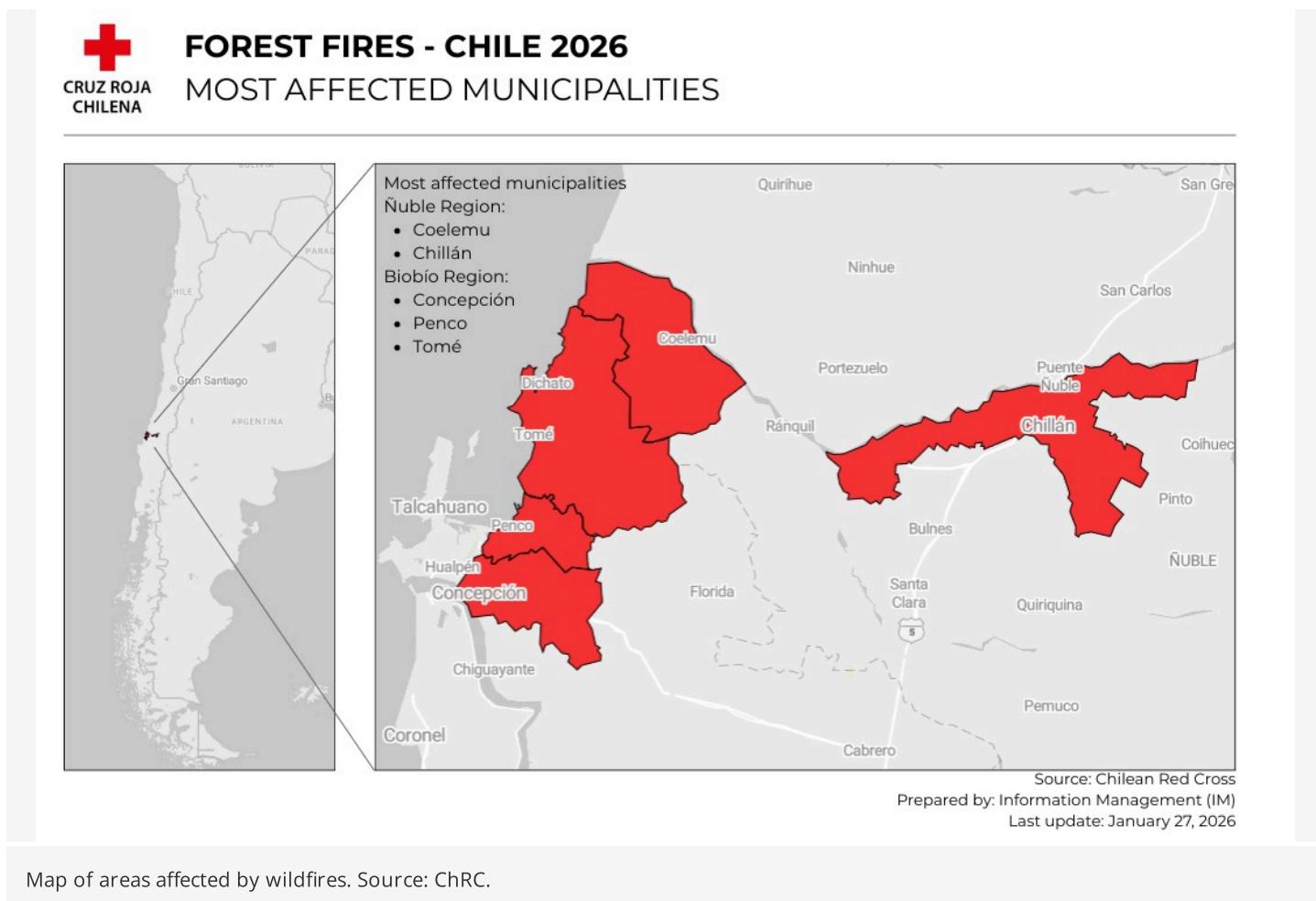
Local and Regional Branches have responded since the beginning of the fires.

Appeal: MDRCL019	Hazard: Fire	Country: Chile	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 499,709	
Glide Number: WF-2026-000003-CHL	People Affected: 20,471 people	People Targeted: 3,630 people	
Operation Start Date: 26-01-2026	Operation Timeframe: 4 months	Operation End Date: 31-05-2026	DREF Published: 04-02-2026
Targeted Regions: Biobio			

Description of the Event

Date of event

18-01-2026



Map of areas affected by wildfires. Source: ChRC.

What happened, where and when?

Chile has a wildfire season that runs from November/December to March/April, covering the regions from Coquimbo to Magallanes and Chilean Antarctica. This season is characterized by maximum temperatures above 30 degrees Celsius, winds that can exceed 30 kilometers per hour, and relative humidity below 30%. It is worth mentioning that during the summer season in much of Chile, relative humidity reaches 10-20% in interface areas (areas bordering forest and urban areas). Based on this forest fire season, the National Forestry Corporation (CONAF) and the National Service for Disaster Prevention and Response (SENAPRED) have established various measures for forest fire preparedness and mitigation, as well as an increase in the number of forest brigades and public resources to address these threats.

As part of its national emergency monitoring system protocols, the Chilean Red Cross has been conducting constant monitoring since 14 December, covering various hotspots throughout the country, with a total of 67 reports issued to date.

On 17 January at around 4:00 p.m., a large-scale forest fire emergency began in the Ñuble and Biobío regions in south-central Chile. This event was characterized by the simultaneous occurrence of multiple active fire spots, several of them classified as large-scale forest fires (IFM), covering over 200 hectares.

On 18 January, these fires went uncontrolled and rapidly spread due to adverse weather conditions and a sudden change of wind direction locally known as "viento puelche", entering in a few hours in highly populated neighborhoods.

During the following week more than 25 fire hotspots activated in a constantly changing situation challenging response mechanisms.

By 23 January, the fires had affected an area of more than 34,351 hectares, with dozens of hotspots being fought, monitored, and



controlled, distributed across various municipalities.

In the Ñuble Region, active fires were reported in the municipalities of Ránquil, San Nicolás, Coelemu, San Fabián, Quillón, and El Carmen, mainly affecting rural areas and urban-forest interface zones.

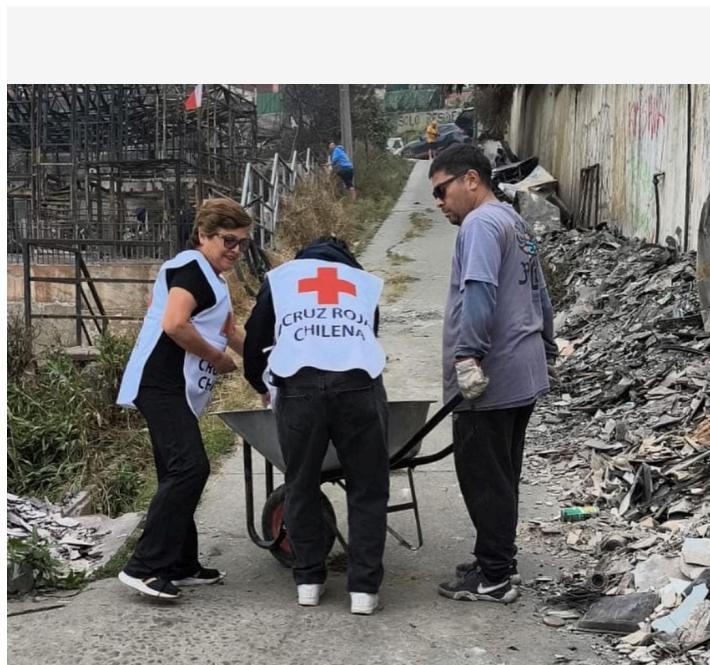
In the Biobío Region, the fires severely impacted neighborhoods in Concepción, Penco, Tomé, Santa Juana, Coronel, Florida, and Laja, including densely populated peri-urban areas.

Due to the severity of the event, its rapid evolution, and the high impact to the population, the National Service for Disaster Prevention and Response (SENAPRED) declared a regional Red Alert, and the Government of Chile declared a State of Catastrophe on 18 January for both regions, activating the full deployment of resources from the national response system. (<https://www.gob.cl/noticias/emergencia-regiones-nuble-biobio-incendios-estado-catastrofe/>)

The emergency has had significant humanitarian impacts, including mass evacuations, loss of life, damage to homes, disruption to livelihoods, and significant alterations in access to basic services and critical infrastructure.



ChCR volunteers provide on-site first aid to affected population



Volunteers from seven branches are providing assistance

Scope and Scale

The emergency is regional in scope, simultaneously affecting the Ñuble and Biobío regions, with a direct impact on a large number of peri-urban, and urban communities. As of 23 January 2026, an area of more than 34,351 hectares has been reported as affected, in a highly dynamic context, with more than 25 fires in different stages of control and combat, highlighting the operational complexity of the event.

The scale of the human impact is significant.

It is estimated that approximately 50,000 people have been evacuated as a risk reduction measure during the first days. 21 deaths and 332 injured were officially reported. 3,266 houses were partially or totally destroyed; Forensics are working in the zone zero to confirm any remaining victims. (SENAPRED reports to the EOC, not published).

The impact is mainly concentrated in urban-forest interface areas, where proximity to wooded areas, limited connectivity, and dependence on local livelihoods increases vulnerability.

Among the most affected groups are older adults, children, people with disabilities, people with reduced mobility, and families who have had to evacuate, many of whom have limited access to support networks and basic services.

As a result of the displacement, temporary shelters have been set up in both regions, which are being monitored continuously, around 450 people were still in the official shelters. Volunteers and staff of the National Society in the area have also been directly affected, with five volunteers having lost their homes to date and many reported mental health impact.



The emergency has also had a significant impact on critical infrastructure and essential services. 4 kindergarten and 3 schools have been totally or partially affected (6 in Biobio and 1 in Ñuble). Preventive evacuations of local health facilities were carried out due to the risks of fires impact. 4 health facilities have been directly affected, the worse being Centro Ríos de Chile in the municipality of Penco, Biobio while the rest are slowly resuming services.

Additionally, power outages affect tens of thousands of customers, interruptions in drinking water supply, and restrictions on road connectivity, which have hampered both the mobility of the population and response operations.

To date, the physical and operational infrastructure of the six Chilean Red Cross branches in the area has not been compromised, which has allowed for operational continuity to support the response. Taken together, these factors constitute a large-scale emergency with significant humanitarian needs and the potential for further deterioration if weather conditions and fire behavior persist.

Source Name	Source Link
1. Chilean Red Cross Data (developed on SENAPRED reports)	https://senapred.cl/alertas
2. CNN en Español	https://www.msn.com/es-us/noticias/other/chile-declara-estado-de-cat%C3%A1strofe-por-incendios-que-causan-al-menos-16-muertos-y-miles-de-desplazados/ar-AA1UsGuv?ocid=BingNewsVerp
3. BBC News	https://www.bbc.com/news/articles/cz7ypw4rjrzo.amp
4. Censo Nacional 2024	https://censo2024.ine.gob.cl/

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	No
Did the National Society respond?	-
Did the National Society request funding from 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:

Lessons learned from previous DREF operations in Chile are being applied in this response to mitigate recurring challenges. In particular:

Previous experience has highlighted the importance of early and systematic coordination with national authorities, response system actors, and humanitarian organizations in order to avoid duplication and optimize the use of resources. In this operation, this lesson is being applied through active and continuous coordination with existing formal mechanisms. In addition, the Chilean Red Cross has a memorandum of understanding with the National Forestry Corporation (CONAF), which is responsible for administering forestry policy, promoting the development of the sector, protecting ecosystems, managing protected wilderness areas (national parks), and preventing and fighting forest fires.



Furthermore, previous experiences have demonstrated the need to integrate Mental Health and Psychosocial Support (MHPSS) from the initial stages of the response in order to comprehensively address the needs of the affected population and volunteers. In this operation, MHPSS is being incorporated across the board alongside first aid, community health, and preventive education actions.

Another key lesson has been the value of timely information gathering and needs analysis in the field to adjust interventions to the evolution of the emergency. This lesson is being applied through the use of information management tools that support operational decision-making and the prioritization of actions.

Finally, previous operations have highlighted the importance of community participation, accountability, and strengthening volunteer capacities to ensure a relevant and safe response. In this response, these lessons are being applied through clear communication with the community, preventive education, and volunteer awareness-raising.

In previous CVA assistance (2024) feasibility studies did not give information on accessibility to ATMs thus the modality was changed on the go, and it did not consider elderly capacities and the costs associated with cards. For this operation direct transfer will be used.

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?:	HIGH - ORANGE

Current National Society Actions

Start date of National Society actions

18-01-2026

Health	<p>The National Health Directorate (DNS) has continued to monitor the needs of the branches, as well as those of the people affected in the area.</p> <p>Work has been done on social media material related to health measures, mask use, food handling in the context of ash contamination, and mental health protection, in addition to the development of guidelines for volunteers and the coordination team in the branches.</p> <p>All of the six branches have provided first aid services and eye washing services to both communities, fire fighters and security forces.</p>
Protection, Gender And Inclusion	<p>Child-friendly and safe spaces: Direct communication has been maintained with social organizations deployed in the territory to obtain up-to-date information. World Vision has informed us that there have been fluctuations in the number of children and adolescents staying in shelters. As it is summer, some guardians have decided to send children and adolescents to stay with relatives in other regions, but children and adolescents have been seen in the affected areas accompanying their relatives in the removal and cleaning of debris, as there are no safe and friendly spaces for them in the area.</p> <p>The National Society's Restoring Family Links (RFL) program is currently disseminating messages on preventing the loss of family contact through social media and plans to activate a hotline to provide information and receive inquiries from the affected population. At the same time, contacts are being made with key actors involved in the emergency response in order to gather information and coordinate actions. The deployment of an RCF technical team is also being evaluated to assess needs in the affected areas and establish connectivity points to enable calls, internet access, dissemination of prevention messages, collection of "Safe and Sound" messages, Salamats, and requests to search for missing persons. It will be necessary to deploy and train volunteers from other regions.</p> <p>Information as aid: Key messages for the community have been developed and</p>



	<p>reinforced in all areas. In addition, data has been collected on the information needs of communities</p>
Migration And Displacement	<p>Official information was collected on the number of migrants present in both regions, providing data disaggregated by sex, age, and nationality.</p> <p>Information on the actions carried out by Headquarters, the Regional Committee, and Affiliates has been consolidated so that members belonging to the R4V platform are aware of what we are doing and can thus coordinate the work between organizations and institutions.</p>
Community Engagement And Accountability	<p>Since the beginning of the emergency, systematic actions have been taken to disseminate material and information through various institutional communication channels, such as social media (Instagram, X, and the official WhatsApp channel of the Chilean Red Cross, among others), as well as through appearances on television. The aim of these actions was to provide information on the work being carried out by the Chilean Red Cross and to offer recommendations to the community, both the general population and volunteers, on safety, health, relevant information on shelters, and guidelines issued by government authorities.</p> <p>These actions were implemented by both the Central Headquarters and the Regional and Affiliate Committees, which continuously disseminated information and recommendations to the community, contributing to the guidance and support of the population during the emergency.</p>
Coordination	<p>The Chilean Red Cross has activated its national technical committee and is coordinating with the Biobío/Ñuble regional committee, which has coordinated the work and gathering of information in its respective branches and localities.</p> <p>The Ministry of Health was contacted to assess the needs in the area and provide information on the deployment of the Chilean Red Cross in the affected area.</p> <p>The Ministry of Health provides contact details for the Biobío Regional Ministerial Secretariat of Health to facilitate direct coordination with the regional authority.</p> <p>Communication was established with the R4V Chile platform to identify the presence of organizations and institutions; however, due to security concerns related to ongoing fires, access to the area was initially limited. On 19 January, World Vision deployed to the area and conducted a needs assessment.</p> <p>Colemu and Penco branches have been active since 17 January and have attended coordination meetings with local actors such as PPAA and SMAPS to assist the population affected by the wildfires in the area.</p>
National Society Readiness	<p>The Chilean Red Cross has carried out a significant number of emergency operations related to forest fires at the national level in 2012, 2014, 2017, 2022/23, and 2024, assisting a total of 17,690 people (3,538 families). However, the increase in the frequency and intensity of these threats due to climate change and population flows to areas of urbanization not regulated by the state have transformed these scenarios into events with massive impact in multiple areas. Given this situation, the Chilean Red Cross's experience in dealing with these events is crucial in identifying, together with the communities, the priority needs that must be met, as well as in forging alliances with other organizations and promoting coordination in humanitarian assistance to avoid duplication, thereby expanding the territorial scope of this aid.</p> <p>During 2025 and before the Wildfire season, refresh trainings in Risk Management, emergency operations, security and PGI in emergencies were conducted for volunteers at the regional and local levels of the area.</p> <p>The SENAPRED national Forest Fire Plan was presented and shared with all regional risk management leadership.</p> <p>As part of the Readiness actions of the sEAP agreements with National Meteorological Service and SENAPRED were signed on 2 October and 22 December allowing the National Society to receive first-hand information.</p>



Resource Mobilization

Currently, the Chilean Red Cross has financial channels set up to receive monetary donations, both nationally and internationally, through institutional checking accounts. This information is being actively disseminated through institutional social media, as well as through collaborators and strategic allies. In addition, a donation button has been enabled at BancoEstado and other banks, which have contributed to the dissemination of this alternative through their own social media and websites.

At the same time, coordination efforts are underway with strategic partners who have supported the Chilean Red Cross in previous disasters, both through financial contributions and through management support and donations of supplies. These partners include Mitsui, Scotiabank, and the Chinese Embassy, among others. A survey of potential donors from trade and business associations is also being conducted, including the exploration of 1+1 donation campaigns.

Currently, there are notable campaigns and partnerships with the private sector, such as LATAM (Avión Solidario program), Aerolineas JETSMART, Blue Express (solidarity parcels), and the sale of insurance with contributions to the Chilean Red Cross. At the same time, and in coordination with the Marketing department, an institutional message is being designed for different companies, with the aim of expanding the private sector's support base.

Finally, through coordination with the Ministry of Social Development and Family Affairs, donations in kind from large corporations such as Walmart and Cruz Verde are being channeled, and new companies are expected to join in the short term

IFRC Network Actions Related To The Current Event

Secretariat

The delegation office for the Southern Cone and Brazil has been available since the beginning of the event to analyze the situation and define the response. Public communication pieces have been generated and the National Society's key messages regarding self-care and information as aid have been posted on social media. The Program and Operations Coordinator was deployed to the area within 48 hours to assist with the initial assessment and development of this DREF.

Participating National Societies

No PNSs present

ICRC Actions Related To The Current Event

The International Committee of the Red Cross, through its cooperation and protection areas, has monitored the situation, anticipating the needs of Restoring Family Links (RFL) in the area and seeking to develop strategies that are adapted to the context in the area.

Other Actors Actions Related To The Current Event

Government has requested international assistance

Yes

National authorities

On 17 January the President of the Republic of Chile, Gabriel Boric, formally requested international support to strengthen the country's response to the wildfires affecting



the southern region, considering the magnitude of the emergency, its rapid evolution, and the impact on communities, infrastructure, and livelihoods.

The emergency response is led by the Chilean government through the relevant agencies, particularly the National Service for Disaster Prevention and Response (SENAPRED) and the National Forestry Corporation (CONAF), in coordination with regional and local governments. These institutions lead and coordinate actions to prevent and combat forest fires, carry out preventive evacuations, set up and manage shelters, and provide support to the affected population, in coordination with other public institutions and humanitarian actors.

In this context, and given the magnitude of the forest fires, the President of the Republic, Gabriel Boric, declared a Constitutional State of Emergency for the regions of Ñuble and Biobío, which means that both territories are now under the immediate authority of a Chief of National Defense, appointed by the Executive. In the Biobío Region, this function is exercised by Rear Admiral Edgardo Acevedo, while in the Ñuble Region it corresponds to Brigadier General Carlos Urrutia, who coordinate security and support actions in their respective territories.

Likewise, through the Ministry of Social Development and Family, aid in kind has been channeled to the affected population, along with the completion of the Basic Emergency Form (FIBE) to identify damage and needs. Within this framework, differentiated financial support has been established, corresponding to 1,500,000 Chilean pesos for households with high damage and 750,000 Chilean pesos for households with medium damage.

For its part, the Ministry of Education, in coordination with the National School Assistance and Scholarship Board (JUNAEB), has ensured the provision of food for shelters set up in educational establishments. These shelters are coordinated and operated by municipalities, in conjunction with response mechanisms.

UN or other actors

Various international actors have expressed their willingness to support the national response to the emergency. Among them, the United States, through its Embassy in Chile, has announced that it will provide assistance to tackle the forest fires. Likewise, the United Nations System, together with other international humanitarian partners, is constantly monitoring the situation and coordinating with national authorities in order to assess and coordinate any additional support that may be needed, depending on how the emergency evolves and the needs that are identified.

Additionally, and in response to the call made by the President of the Republic, the governments of Argentina, Mexico, and Colombia have provided support by sending technical and response personnel, including specialized firefighters, reinforcing national capacities for fighting and managing forest fires.

Are there major coordination mechanism in place?

There are active and functional coordination mechanisms at the national level, in which the Chilean Red Cross participates on a permanent and coordinated basis. In the area of volunteering, sustained coordination is maintained through the National Volunteerism Board, a body that brings together more than 15 organizations nationwide and facilitates the exchange of information, the coordination of actions, and the complementarity of efforts. In addition, the Chilean Red Cross participates in coordination forums convened by Movidos x Chile, which aim to coordinate support initiatives and channel solidarity actions in an orderly manner consistent with the national response.

At the sectoral level, the Education area maintains technical coordination with the Undersecretary for Children, UNICEF, and World Vision, with the aim of unifying criteria for intervention in the field, particularly in working with children and adolescents in emergency contexts, ensuring protection, relevance, and inter-institutional coherence. Similarly, the Migration area maintains coordination and permanent contact with the R4V Chile Platform in order to align the collection of relevant information and possible support actions, especially with regard to identifying the needs and barriers to accessing services for migrants and refugees in the affected areas.

In terms of risk management and emergency response, the National Risk Management Directorate maintains constant coordination with the National Disaster Prevention and Response Service (SENAPRED) through the humanitarian aid and volunteerism help desk, participating in various meetings aimed at coordinating actions, making the institutional capacities of the Chilean Red Cross available, and, in particular, the work of the Information Management (IM) team. Finally, the National Youth Institute (INJUV) has provided technical support, as well as insurance coverage for young volunteers and the availability of buses for the mobilization of volunteers, if required, in coordination with formal response mechanisms.



Needs (Gaps) Identified



Shelter Housing And Settlements

Wildfires have had a significant impact on the accommodation and housing sector, particularly in the Ñuble and Biobío regions.

According to official information 3266 houses were partially or totally destroyed (SENAPRED reports to the EOC, not published)

As a direct consequence of this 450 people are still staying at temporary shelters while the rest of the affected population is staying with friends and relatives organizing shifts to clean and clear debris. In many cases the head of the family stays in the affected area overnight as a security measure. The initial cleanup work does not imply that adequate living conditions or safety exist, as risks associated with damaged infrastructure that may fall, loss of basic services, and remnants of the fire persist.

In this context, support is anticipated to be needed during the transition phase, especially for households that have suffered total or partial destruction of their homes. Shelters are mainly organized in educational establishments managed by the municipalities.



Livelihoods And Basic Needs

Most of the affected population relies on local livelihoods such as auto mechanic, dressmakers, beauty and hairdressing, miscellaneous shops, freelancer jobs and employees and woodcutters of the local forest industry, farmers and family gardens, among others

Based on official information, it is estimated that approximately 80% of the population in the affected area has experienced direct impacts on their livelihoods.



Health

The ongoing wildfires in the south-central part of the country have created critical health risks for the affected populations, particularly evacuees, including older adults, children, people with chronic diseases, and first responders. The emergency has directly impacted the capacity of the local health system, as evidenced by the evacuation of the Penco-Lirquén Hospital due to the proximity of the fire, which forced the transfer of patients to Las Higueras Hospital. Likewise, the High Resolution Emergency Care Service (SAR) in Penco is operating temporarily from the gym of the Nuestra Señora del Carmen parish, in the town square.

Prolonged exposure to smoke and ash has increased the risk of acute respiratory conditions, exacerbation of asthma and chronic obstructive pulmonary disease (COPD), eye irritation, burns, and injuries associated with debris, both in the general population and among firefighters and volunteers participating in the response. This issue is most critical in the early days of the emergency and then decreases significantly.

The impact on mental health and psychosocial well-being is significant. There is an urgent need to provide psychological first aid (PFA) to victims, affected families, and rescue workers, considering the human and material losses, as well as the high level of stress and exposure to trauma. There is a risk of medium- and long-term psychosocial morbidity, comparable to previous large-scale emergencies in the country, such as the 2024 forest fire in Valparaíso.

In this context, there is an immediate need to implement community health actions, including first aid, health promotion and education, disease prevention, mental health support and psychological first aid, as well as mechanisms for timely referral to the healthcare network, considering the pressure on local services, access restrictions, and the prioritization of emergency care.



Water, Sanitation And Hygiene

The mass displacement of the population to temporary shelters as a result of forest fires in the southern part of the country has significantly increased the risk of communicable diseases due to overcrowding, stress, limited access to safe drinking water, and poor hygiene and food handling practices. This situation is exacerbated by the interruption of treatment for chronic diseases and the overload of the local health system, already strained by the magnitude of the emergency.

According to information provided by sector authorities, drinking water supply remains operational as normal in urban areas. However, in rural areas, damage has been identified in some Rural Drinking Water Systems (APR), including cases of significant infrastructure destruction that will require longer recovery periods. In these areas, supply must be maintained by water trucks. In other APRs, service



has already been restored, mainly in cases where the interruption was associated with power failures.

In municipalities and towns in the Biobío Region such as Lirquén, Penco, and parts of Concepción, although no widespread urban water cuts have been reported, the emergency has placed additional pressure on the supply system due to high temperatures, the presence of ash, and the concentration of people in shelters and communal spaces. These conditions significantly increase the demand for water for human consumption, personal hygiene, and basic cleaning of shelters and common areas, increasing the health risk if a sufficient and continuous supply is not ensured.

In this context, the drinking water service provider Essbio reported the implementation of a plan to repair household connections (connections to the distribution network) and the establishment of drinking water access points in the most affected areas of the municipalities. These actions seek to ensure safe access to water for both the resident population and evacuees and response teams deployed in the field.

The drinking water service provider also indicated that these measures complement the reinforcement of the service through the Alternative Supply Plan (PSA), which includes the installation of 59 drinking water tanks distributed throughout Penco, Lirquén, Montahue, and Punta de Parra. In addition, 32 alternative water supply points have been set up in the municipality of Penco to facilitate the population's access to safe drinking water while the measures to reinforce and restore the system are maintained.

The destruction of homes as a result of fires has significantly increased the demand for basic hygiene supplies, including items for handwashing, safe excreta management, and menstrual hygiene. The shortage of these supplies increases the risk of outbreaks of diarrheal diseases, skin infections, and other preventable health problems, disproportionately affecting children, older adults, and other vulnerable groups.

In this scenario, there is an urgent need to implement and strengthen emergency WASH interventions, including ensuring access to safe drinking water for consumption, hygiene, and cleaning; promoting adequate hygiene practices; meeting minimum sanitation conditions in temporary shelters; and distributing hygiene kits in a timely manner, in coordination with local authorities, basic service providers, and other humanitarian actors.



Protection, Gender And Inclusion

With regard to the protection of children and adolescents, the Chilean government has set up a total of 15 shelters in the affected areas. However, updated information provided by World Vision indicates that the presence of children and adolescents in these spaces is fluctuating. While some have been transferred to other regions to stay with unaffected relatives, others have been identified as remaining in the disaster areas, accompanying their families during the debris removal and cleanup efforts. This situation highlights the need to set up child-friendly and protective spaces for children and adolescents outside the formal shelters, which will ensure their well-being and safety in contexts of high-risk exposure.

With regard to Restoring Family Links (RFL) services, significant difficulties have been reported in communication between affected persons and their families, mainly associated with connectivity failures in the areas impacted by the fires. Added to this are reports of missing persons and the presence of multiple risk factors for loss of family contact, including power outages that have affected 40,674 customers in both regions, the evacuation of approximately 50,000 people, the evacuation of 51 patients from the Penco-Lirquén Hospital, and the activation of 6 shelters in the Ñuble Region and 8 in the Biobío Region. Additionally, the absence of volunteers specifically trained in RFL in the affected regions is identified as a limitation, reinforcing the need to activate this service as part of the response.

Likewise, significant gaps have been identified in access to information as a form of humanitarian assistance. In the case of persons with disabilities, according to data from the 2024 Census, in the Biobío and Ñuble regions there are 195,539 persons with some degree of hearing impairment, of whom 4,829 have total hearing impairment. This reality, combined with lessons learned from previous emergency operations, highlights the need for Chilean Sign Language interpreters to ensure equitable access to information. Similarly, 2,526 migrants from non-Spanish-speaking countries have been identified, making it essential to provide information translated into other relevant languages.

From an age perspective, and with the aim of ensuring access to information for all age groups, the need to diversify communication channels has been identified. This includes the development of a QR code with cross-cutting and up-to-date information, as well as the use of community posters and printed material, to reach people with different levels of access to technology and connectivity.

Finally, the need to raise awareness and knowledge of Protection, Gender, and Inclusion (PGI) among volunteers deployed in the field has been identified. This reinforcement is key to ensuring that the PGI approach is applied across the board in all humanitarian assistance, minimizing risks and strengthening the quality and safety of interventions.





Education

Considering that the emergency is occurring during the school vacation period, no direct impact on the continuity of formal education has been identified to date.

However, it has been noted that various educational establishments, such as schools and high schools, are being used as temporary shelters for the evacuated population in the affected areas. This situation involves the presence of children and adolescents in spaces originally intended for educational purposes, which makes it necessary to monitor the conditions in which they are staying during the emergency period, as well as the potential impacts on the normalization of school activities at the beginning of the academic year.

The education sector has identified the need for up-to-date information on the presence of children and adolescents in shelters set up in educational establishments, and for coordination with the competent authorities to assess any requirements associated with non-formal educational activities and the provision of age-appropriate preventive information, should the use of these premises as shelters be extended over time.

Likewise, it is considered important to disseminate preventive educational messages, particularly those related to self-care and safety in forest fire emergency contexts, aimed at children and adolescents present in the shelters. In this context, there is a need to develop educational and recreational activities in these spaces that create safe and protective environments for children and adolescents, promoting their well-being during their stay in shelters.

In addition, the delivery of school supply kits to children and adolescents affected by the emergency is identified as a relevant need for the early recovery phase, considering the loss or damage of school supplies as a result of evacuations and the socioeconomic impact on families, in order to facilitate a timely, dignified, and equitable return to classes at the beginning of the school year.



Migration And Displacement

According to data from the 2024 Census, there is a significant migrant population in the affected regions, which poses specific challenges in terms of access to information and services during the emergency. In the Biobío region, there are 46,933 foreign immigrants, equivalent to 2.9% of the regional population, of whom 9,869 come from non-Spanish-speaking countries, representing 21.03% of the migrant population in the region. For its part, the Ñuble Region has a total of 5,358 foreign immigrants, corresponding to 2.13% of its population, of whom 3,211 come from non-Spanish-speaking countries, equivalent to 59.93% of the total number of migrants in the region.

It should be noted that these figures only take into account the migrant population with registered residence in both regions and do not include the migrant population that moves seasonally to the area to work mainly in the agriculture and fishing sectors. In this context, and in coordination with organizations belonging to the R4V Chile Platform, it has been determined that, due to security conditions and risks in the territory, it has not been possible to collect specific information on this population during the initial phase of the emergency.

This limitation reinforces the need to provide information services as a form of humanitarian assistance, with the aim of guiding migrants on the places and mechanisms available for managing lost documents, accessing state aid, and other relevant services. It is also considered possible that, as a result of the emergency, family contact or documentation necessary to access basic services may have been lost, which should be confirmed through a specific assessment of Restoring Family Links (RFL) needs. The results of this assessment will provide key inputs for planning a timely and appropriate response to the needs identified.



Community Engagement And Accountability

Active community participation in this emergency response process is recognized as an essential element in ensuring that interventions are relevant, effective, and accepted by the population. In this regard, it is important to implement and strengthen secure, confidential, and accessible community feedback mechanisms that allow for the collection of perceptions, complaints, suggestions, and concerns, and to adjust interventions according to the priorities expressed by the community itself. That is why, through specific mechanisms, we will seek to collect this information, using focus groups in the area after deliveries, focus groups to identify needs, and the establishment of a direct line of communication with the community through which they can send any questions, queries, or complaints they may have regarding the operation in general, including any reports of abuse. Special attention will be given to the most vulnerable people, such as children and adolescents, the elderly, and people with disabilities, among other groups.

Any identified gaps/limitations in the assessment

Due to the active fire hotspots, operational logistics might be affected.



Operational Strategy

Overall objective of the operation

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

This will take place over a period of 4 months, prioritizing the most affected areas that have not yet received assistance.

Operation strategy rationale

Based on the preliminary needs analyses and the mapping of actions carried out by other organizations and government actors, this operation will provide multipurpose cash assistance to at least 710 families affected by the wildfires.

At the same time, and considering that there are still active fires, hygiene and water and sanitation kits will be distributed to 500 families partially affected while first aid services, RFL, and psychosocial support will be strengthened.

Attention will be paid to pregnant women, children and adolescents both in ensuring their protection and facilitating their return to the education system.

Throughout the operation, two-way communication channels with the communities will be maintained.

Targeting Strategy

Who will be targeted through this operation?

This operation will target 3,630 people (1,210 families) affected by the wildfires in BIOBIO and Nuble regions prioritizing those who have lost their homes and livelihoods and are not covered by other organizations.

The assistance will focus mainly on the directly impacted neighborhoods with emphasis on households with higher levels of vulnerability, such as those with the elderly, children, people with disabilities or with chronic diseases, pregnant women and monoparental households. Families with deceased members will be also prioritized. Finally, migrants in areas of Tome will be assisted.

Additionally, partially affected households will receive WASH assistance.

First aid services will be offered to anyone in need in the affected area, as well as forest brigades.

Monoparental families and families with more than one child will be prioritized for educational assistance.

Explain the selection criteria for the targeted population

The selection of the target population will be based on:

- totally or partially damaged homes
- totally or partially loss of livelihoods
- families with the presence of older people, more than 1 children, people with disabilities, people with chronic diseases, pregnant women and monoparental households.

The identification and validation of the recipients will be carried out through coordination with local authorities avoiding duplication, and Chilean Red Cross field surveys ensuring transparency and relevance.



Total Targeted Population

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

Risk and Security Considerations (including "management")

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

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

Risk	Mitigation action
Exposure to security situations and incidents during operation.	<p>Before going out into the field, a context analysis must be carried out to assess safety.</p> <ul style="list-style-type: none"> - Hold a planning meeting to identify access routes, evacuation routes, and safe zones. - Volunteers going into the field must use personal protective equipment, such as safety shoes, goggles, masks, sunscreen, UV-protective shirts, among others. - Avoid direct exposure to areas with active hotspots. - Maintain constant communication among volunteers, indicating location and areas of movement. - Continuously conduct safety briefings to reinforce safety measures. - Each field outing must have a safety officer who constantly monitors the situation. - Follow recommendations provided by local authorities in case evacuation is necessary. - Volunteer insurance.



Impact of volunteers' mental health	<ul style="list-style-type: none"> - Conduct a debriefing after each field deployment. - Maintain rest shifts and rotation of working volunteers. - Carry out volunteer demobilization activities. - Provide ongoing support from health professionals for any volunteer who needs it.
Dissatisfaction among the affected population	<ul style="list-style-type: none"> - Volunteers must at all times respect the code of conduct of the Chilean Red Cross. - When collecting information, volunteers must not offer specific assistance. - When distributing aid to beneficiaries, a consultation point should be set up where people can ask about their particular situation. - In case of conflict situations involving threats toward the volunteer, contact must be made

Please indicate any security and safety concerns for this operation:

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

Within the existing risks, we can find the following:

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

Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Multi Purpose Cash

Budget: CHF 313,856

Targeted Persons: 2,130

Indicators

Title	Target



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

Priority Actions

- Market and feasibility study
- Volunteer induction for the development of the cash transfer program.
- Design and distribution of the cash transfer program.
- Monitoring and evaluation of the cash transfer program.
- Community induction on the use and withdrawal of money at ATMs.
- Community induction on the use of money, for example, to cover needs in shelters or other areas they consider relevant.

Health

Budget: CHF 15,187

Targeted Persons: 3,630

Indicators

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

Priority Actions

- First Aid and Psychological First Aid assistance throughout the operation.
- Educating the population through social media and in-person activities about self-care on topics of MHPSS and Community Health.
- Raising awareness among volunteers about Community Health, First Aid, and Mental Health and Psychosocial Support MHPSS (in-person).
- Acquisition and distribution of MHPSS kits.
- Acquisition and distribution of first aid kits and supplies.
- Acquisition and distribution of community first aid manuals and MHPSS pocket manuals.
- Acquisition and distribution of infographics and health cards

Water, Sanitation And Hygiene

Budget: CHF 42,600

Targeted Persons: 3,630



Indicators

Title	Target
Number of people reached with hygiene promotion and safe water messages	3,630
Number of households receiving WASH kit	500
Number of households receiving Hygiene kit distributions	400
Number of women receiving menstrual Hygiene kits	100

Priority Actions

- Hygiene Promotion Actions (games, informational materials, education)
- Acquisition and distribution of WASH and hygiene kits and menstrual hygiene kits
- Training of volunteers in WASH (in-person)
- Community awareness on WASH



Protection, Gender And Inclusion

Budget: CHF 17,360

Targeted Persons: 3,630

Indicators

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

Priority Actions

- Strengthen efforts to prevent loss of contact and provide guidance to families.
- Mobilize and deploy RFL volunteers from other regions to support needs assessment, care for affected people, and, depending on the context, implement RFL services.
- Set up friendly and safe spaces for children and adolescents in the area.
- Ensure and provide access to information with a PSEA (Protection from Gender-Based Exploitation and Abuse) approach.
- Raise awareness about PSEA among volunteers who will respond in activities in the area.
- Establishing safe referral pathways for child protection SGBV, health, MHPSS and social services to be shared in these spaces and broadly in the response.
- Collect gender, age, disability disaggregated data throughout the operation





Education

Budget: CHF 8,627

Targeted Persons: 120

Indicators

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

Priority Actions

- Implement educational and recreational activities in affected communities prior to the start of the school year.
- Support 5 schools and educational spaces by providing teaching tools and information.
- Carry out a school supplies collection campaign for the back-to-school season.
- Distribute and follow up on School Kit for the back-to-school season.



Community Engagement And Accountability

Budget: CHF 3,941

Targeted Persons: 3,630

Indicators

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

Priority Actions

- Raising volunteer awareness about CEA in an emergency context.
- Development of feedback mechanisms for use in different community activities.
- Delivery of essential information through clear and accessible messages.
- Conducting satisfaction surveys, implementing suggestion boxes, and holding focus groups to gather information on the community's perception of Red Cross assistance.
- Development and implementation of volunteer feedback mechanisms, for example, conducting surveys, setting up suggestion boxes, and holding focus groups.
- A specific email address was set up to receive community inquiries, complaints, and claims. To ensure that these messages are addressed with due importance, specific volunteers were designated for this task.
- Monthly reports on community feedback





Secretariat Services

Budget: CHF 37,275

Targeted Persons: -

Indicators

Title	Target
Number of Ops Manager Surge deployed for 3 months	1
Number of months of remote PMER surge support	1
% of Timely and accurate financial and narrative reporting	100
Number of monitoring visits conducted	2

Priority Actions

- IFRC CCD support in assessment, planning, implementation and evaluation of the operation and finance management
- Surge Ops Manager deployment for 3 months
- Remote PMER Surge support for a month
- Monitoring and follow-up missions



National Society Strengthening

Budget: CHF 60,865

Targeted Persons: 150

Indicators

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

Priority Actions

- Purchase insurance for volunteers working in the emergency.
- Purchase and distribution of Personal Protective Equipment for volunteers.
- Conducting training workshops for volunteers on emergency communication and risk management.
- Production of audiovisual material about the emergency.
- Overall coordination of the operation.
- Lessons learned workshop
- MHPPS services for volunteers



About Support Services

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

150 volunteers and staff from 7 branches will be directly involved in the operation, as well, around 20 staff from the National Society will be involved.

The overall supervision of the operation is done by the national risk reduction direction.

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

The volunteer and staff teams reflect the Chilean cultural and gender diversity.

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

Yes

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

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

All procurement will be done by the National Society according to IFRC standards and procedures.

How will this operation be monitored?

The planning and monitoring of the operation will be in charge of National Risk Management Direction focused on continuous follow-up and operational adaptation, integrating information from the field, community feedback mechanisms and the monitoring of active fires and weather conditions. A progress report and a final report will be prepared, and at the end of the operation, a lesson learned workshop will be held to systematize specific learnings, with the participation of the IFRC Secretariat.

Please briefly explain the National Societies communication strategy for this operation

Audiovisual pieces and press releases will be produced for the operation.



Budget Overview



DREF OPERATION

**MDRCL019 - Chilean Red Cross
Chile: Wildfires**

Operating Budget

Planned Operations	401,569
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	313,856
Health	15,187
Water, Sanitation & Hygiene	42,600
Protection, Gender and Inclusion	17,360
Education	8,627
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	3,941
Environmental Sustainability	0
Enabling Approaches	98,140
Coordination and Partnerships	0
Secretariat Services	37,275
National Society Strengthening	60,865
TOTAL BUDGET	499,709

all amounts in Swiss Francs (CHF)

Internal

2/4/2026

#V2022.01

[Click here to download the budget file](#)



Contact Information

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