

# Operations update



International Federation  
of Red Cross and Red Crescent Societies

## Chile: Earthquake

Emergency appeal n° MDRCL006  
GLIDE EQ-2010-000034-CHL  
Operations Update n° 04  
7 April 2010

**Period covered by this Ops Update:**  
30 March to 5 April 2010.

**Appeal target (current):** 13,086,822 Swiss francs (12,898,800 US dollars or 9,446,740 euros) to support the Chilean Red Cross (CRC) to provide non-food items to 10,000 families (50,000 people), emergency shelter solutions for 10,000 families (50,000 people), preventive community-based health care for at least 90,000 people, and water and sanitation for up to 10,000 households. This year-long operation will be completed by 2 March 2011. A Final Report will be available by 2 June 2011 (three months after the end of the operation).



A Chilean Red Cross volunteer and a Federation delegate assess a makeshift camp in Chiguayante in the region of Bio-Bio. Source: International Federation

**Appeal coverage:** The current appeal coverage, which does not include pledges not yet registered, stands at 46 per cent. [<Click here to go directly to the updated donor response report, or here to link to contact details >](#)

### Appeal history:

- On 27 February 2010, 300,000 Swiss francs (279,350 US dollars or 204,989 euros) were allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross to initiate the response and deliver immediate relief items for 3,000 families. Un-earmarked funds to repay DREF are encouraged.
- On 2 March 2010, a Preliminary Emergency Appeal was launched for 7 million Swiss francs (6.4m US dollars or 4.7m euros) in cash, kind, or services to support the Chilean Red Cross to assist some 15,000 families (75,000 people) for 6 months.
- On 10 March 2010, an Emergency Appeal was issued to solicit 13,086,822 Swiss francs (12,898,800 US dollars or 9,446,740 euros) to support the Chilean Red Cross to provide non-food items to 10,000 families (50,000 people), emergency and/or transitional shelter solutions to 10,000 families, curative and preventative health care for at least 90,000 people, and water and sanitation services for up to 10,000 people.

### Summary:

This operation aims to provide relief distributions for 10,000 families, emergency and/or transitional shelter for 10,000 households, emergency and preventive health for at least 90,000 people, water, sanitation and hygiene promotion for a minimum of 10,000 households, early recovery livelihoods support, enhancement of disaster preparedness and risk management skills for the National Society and community-based groups. The strengthening of the Chilean Red Cross is a cross-cutting objective which is enhanced by all the other actions conducted within this operation.

During this past week, the pace of some relief and reconstruction activities was reduced, due to the religious holidays. Local media reported on the incorporation of remembrance actions in different religious ceremonies held during the celebration of Christian holy week. The slow-down in relief distributions during the religious holidays gave more opportunity to continue trainings for CRC volunteers and collaborators in the areas of

health, water and sanitation and IT/ Telecom.

To date, 4,412 family kits have been distributed in the regions of Maule and Bío-Bío. The first 1,000 improvement kits for emergency and early recovery shelter units are being tendered and procured. It is projected that up to 8,300 families will receive support for the improvement of their shelter needs in addition to the 1,700 families that will receive a family tent, at least one tarpaulin, rope and flyers with basic instructions.

The Finnish Red Cross/ Norwegian Red Cross surgical hospital donated to the local hospital in Pitrufquén is now fully operational. The Japanese Red Cross Society Emergency Response Unit (ERU) has handed over its basic health care (BHC) unit in Parral to the Parral hospital. A Japanese Red Cross Society team member has remained in the region, in bilateral support, to assist the Parral hospital. The second rotation of the Spanish Red Cross BHC ERU is fully in place. As of 4 April 2010, this BHC ERU has provided medical attention to 2,040 people. The psychosocial support team composed of ten members from the Spanish Red Cross, two from the Ecuadorian Red Cross, one from the Colombian Red Cross Society and one from the Nicaraguan Red Cross have ended their mission and have handed over the full-range of their activities and responsibilities to the Chilean Red Cross.

Moreover, detailed water and sanitation assessments for Maule and Bío-Bío were completed. Providing a proposal for future actions in this area, the CRC water and sanitation team, with support from the International Federation of Red Cross and Red Crescent Societies (IFRC), is moving forward with the water, sanitation and hygiene actions.

The IT/ Telecom team has established a strategic plan for this operation which has been shared within the CRC, to sister National Societies and the IFRC. This plan charts the path for establishing VHF and HF radio bases in Santiago, Talca and Concepción.

The Chilean Red Cross and the International Federation express their sincere gratitude to the generous National Societies, individual, institutional and corporate donors who have contributed to this appeal. In the interest of complying with all the proposed objectives of this appeal, new donations are encouraged and needed. Whilst the appeal has reached 46 per cent coverage, all support of this appeal contributes to responding to the humanitarian relief and early recovery needs of the most vulnerable populations in Chile.

Like all the International Federation operations, the Chile Earthquake Operation aims to save lives, protect livelihoods, and strengthen recovery from disasters and crises; enable healthy and safe living; and promote social inclusion and a culture of non-violence and peace.

## The situation

Efforts are still being made to account for missing people due to the 8.8 magnitude earthquake and tsunami of 27 February 2010. This past week, over 300 members of the police and armed forces conducted a thorough but unfruitful search in Pichilemu (Maule) for two missing children. The Chilean Ministry of Interior, heading up the reconstruction efforts, has informed that 432 people died as a result of the combined disaster. The police forces report that according to the reports received, 98 people remain missing.

Given some discrepancies regarding the State's early warning system following the earthquake and alert for a possible tsunami, the Public Prosecutor's Office has opened an investigation of what occurred this past 27 February. With the aim of delineating responsibilities, as well as determining the exact number of deaths from the disaster, the Public Prosecutor for this case is receiving testimonies from surviving family members of those who died or remain missing. Attention is being given to the State institutions involved as well as detailing what occurred in each of the locations affected by the tsunami.

Under the name of "Chile United to Build Better", the government's housing reconstruction plan has been launched. Whilst 81,444 homes were destroyed, another 108,914 have serious damage and 179,693 have minor damage, the government's 2.5 million US dollar plan will provide two types of housing subsidies for 195,950 households. The first of these subsidies, covering 62 per cent of the plan, will support reconstruction of homes whilst the second focuses on home repair.

Reconstruction efforts, however, will be challenging as rubble removal remains a challenge. In the O'Higgins region, only a third of the rubble has been removed from the streets and roads. Local and national authorities are attempting to identify the resources necessary for this ongoing work. The Chilean Armed Forces have been active in removing debris.

With the participation of scientific experts, discussions have begun on where and how coastal reconstruction will take place. Some experts have proposed a three-tiered system which has a no-building zone closest to the ocean, a middle zone which could have buildings with proper contingency plans and lastly the areas safe from

future tsunamis. Despite the utility of these discussions, scientists also have pointed out that the great variety in wave levels, ranging from 4 to 30 metres, complicates the establishment of uniform plans.

The local social housing organization *Fundación Un Techo para Chile* (A Roof for Chile Foundation), which has been building *mediaguas* (simple 16m<sup>2</sup> wood housing units) for affected households, have provided 4,400 of these housing units since the disaster. The foundation, in conjunction with state and private donor support, aims to provide 20 thousand *mediaguas* by May. The government has been supporting this option for its immediacy and the historic actions by this Foundation in Chile.



Chilean Red Cross volunteers conduct a psychosocial support training workshop in Concepción. Source: International Federation.

An increasing number of students in disaster-affected regions are returning to their studies. In the Maule region, the Ministerial Regional Secretariat for education (Secretaría Regional Ministerial de educación) has announced that 30 per cent of students in this region have resumed their studies. Efforts are being made in other regions to ensure that these numbers continue to increase. The Chilean government's timetable projects that all school-age children are in class by mid-April 2010.

Due to the rising estimates of reconstruction costs and the need to finance this essential building process in the country, the Ministry of Treasury has announced the possibility of raising taxes for private companies making over 4 million US dollars annually. Whilst no decision has been made, the government is searching for viable manners to finance reconstruction costs.

During this past week, some relief and reconstruction activities were slowed down, due to the religious holidays. Local media reported on the incorporation of remembrance actions in different religious ceremonies held during the celebration of the Christian holy week. The first public monument to the victims of the disaster was erected in Pichilemu (O'Higgins department). Placed on the Pichilemu beach with a commemorative plaque, this memorial honours the 2,500 people affected by the 27 January 2010 tsunami who live in the towns of Pichilemu, La Estrella, Litueche, Marchigüe, Navidad and Paredones.

## Coordination and partnerships

The Chilean Red Cross and the Red Cross Red Crescent coordinate its relief and early reconstruction actions with State institutions, non-governmental organizations (NGO) and interagency actors. In addition to the national institutions, which include the Ministries of Health, Housing, the Interior, and Planning (MIDEPLAN), it also works with local authorities at the departmental and municipal levels to best respond to the identified needs in these areas.

As requested by MIDEPLAN, interagency coordination spaces are being reorganized at the local level. The IFRC is working to ensure that meetings are restarted to improve coordination. Information on interagency actions now is being issued by the Resident Coordinator's Office for the UN in Santiago, as the UN Office for the Coordination of Humanitarian Affairs (OCHA) has concluded issuing its situation reports.

The global cluster lead for shelter from the IFRC was in Chile, as mentioned in Operations Update n° 3, visiting the disaster-affected areas in the regions of Maule and Bío-Bío where the Red Cross Red Crescent works and coordinating with the State to provide technical shelter support to the government. This week, the CRC and the IFRC's shelter department laid the groundwork with the Ministry of Planning to provide an expert in information management regarding shelter to this ministry. The proposed management system will concisely identify the affected population's housing needs at a municipal level employing information from State sources, the CRC, the UN and national and international NGO. Additionally it will systematize the information regarding the provided and projected aid so as to map the distinct levels of support by municipality as well as to estimate the evolution of assistance expected before the winter season begins. In the efforts to ensure sustainability of the system, it is projected that this person will train others to be involved in the State's future disaster management actions.

The CRC maintains its contacts with its diverse donor base. Non-traditional donors, particularly the private sector, have provided support towards attending to the emergency needs including relief items, food, non-food items (NFI), logistics support and other aid. During the early reconstruction phase, the CRC resource mobilization area

dedicated to corporate responsibility will continue to fortify these alliances. The CRC offers its gratitude to all of the people and institutions who contributed to the emergency response efforts.

Internally within the Red Cross Red Crescent, the CRC's national headquarters maintains its emergency operations centre and field offices in Concepción and Talca. These locations are not only operational response centres but also locations where internal coordination is jointly strategized and conducted. In addition to the hundreds of CRC volunteers, collaborators and staff actively responding to the humanitarian needs generated by this disaster, human resources from several sister National Societies have also been mobilized. As of date, these include staff and volunteers from the National Societies of Argentina, Canada, Colombia, Ecuador, El Salvador, Finland, Germany, Japan, Nicaragua, Norway, Panama, Paraguay, Peru, Spain, Switzerland, Turkey and the United States of America, as well as the International Federation.

#### **National Society Capacity Building:**

The CRC is being accompanied by the IFRC and members from the above mentioned sister National Societies to fortify their skills and resources in a manner that makes them sustainable over time as well as central to this Appeal's objectives. The details of this support will be included in the relevant objectives below.

The final report of the organizational development survey, conducted in a participatory manner at the national headquarters, regional and local branch levels, is projected to be complete by mid-April. Last week, the CRC discussed some of the preliminary findings. The IFRC will continue providing organizational development technical support to the National Society.



A CRC volunteer and a RIT member develop beneficiary lists in the earthquake-affected city of Talca. Source: International Federation.

Federation, CRC volunteers and collaborators in the field have been trained in assessments and relief distribution, water and sanitation, psychosocial support, and community-based health care, organizational development, financial administration, communications, IT/Telecom and reporting. During the slow-down in relief distributions during the religious holidays, trainings have been conducted in health, water and sanitation, IT/Telecom in Concepción, Talca, Temuco and Santiago.

Efforts are being made to contribute to the hiring of local staff, when possible, for the continuation of activities once the Emergency Response Units and other technical support from the International Federation and other National Societies rotate out of Chile. This additionally is urgent in the areas of finance, volunteers, relief and logistics where volunteers have been coordinating and implementing key activities at the regional level.

Different terms of reference for distinct national staff positions have been jointly drafted. More efforts need to be given to expand this to include those necessary posts at the regional level. The CRC leadership currently is reviewing these with the aim to hire additional human resources in the short to medium-term.

## **Red Cross and Red Crescent action**

The Spanish Red Cross, with support from the Spanish Agency for International Cooperation for Development (AECID), has begun the implementation of its comprehensive training course for CRC volunteers and collaborators. Focused on humanitarian emergency assistance, theoretical and practical instruction is given in relief, logistics, resource mobilization and the standard Federation disaster response system. The International Federation has provided additional training in health in emergencies.

Under the guidance of sister National Societies and the International

## Overview

As the emergency phase winds down, several ERUs recently have finished their activities in Chile. The Japanese Red Cross Society (JRCS) basic health care (BHC) ERU remains with one staff member from the JRCS in Parral. In Pitrufquén, one member from the Finnish Red Cross/ Norwegian Red Cross surgical hospital team remains in the field. The logistics ERU from the Spanish Red Cross and the psychosocial support team from the Spanish Red Cross with members from the National Societies of Colombia, Ecuador and Nicaragua, have handed over the full-range of their activities and responsibilities to the Chilean Red Cross.

The first rotation of the Spanish Red Cross BHC-ERU has ended with the entry and transfer provided to the second team. The team leader from the IFRC is programmed to be rotated once his replacement, scheduled to arrive on 6 April 2010, is grounded in the operation's activities.

The following table lists the Red Cross Red Crescent actors currently on the ground supporting this Chilean Red Cross-led operation:

Position	Number	Red Cross Red Crescent actor	Location
Regional Representative	1	IFRC	Santiago
Team Leader	1	IFRC	Santiago and the field
Relief	2	IFRC- Red Cross Society of Panama and IFRC- Paraguayan Red Cross	Concepción and Talca
Shelter	1	IFRC	Santiago and the field
Health	1	IFRC	Santiago and the field
Water and Sanitation	1	IFRC- RIT Salvadorean Red Cross Society	Concepción
Basic Health Care ERU	6	Spanish Red Cross	Hualañé (Maule)
Finance	1	IFRC	Santiago
IT/ Telecom	2	1- IFRC; 1- Peruvian Red Cross	1 Santiago and 1 Hualañé
Reporting	1	IFRC	Estimated Time of Arrival 11 April
German Red Cross	3	German Red Cross	Santiago and the field

## Progress towards objectives

The International Federation has begun to revise its Plan of Action for this operation. Based on the CRC Plan of Action and its assessments in the field, including coordination with State and interagency actors, the IFRC has deployed an expert to refine and facilitate consensus for this revised Plan of Action. This document will guide the operation from the current moment when the emergency phase is transforming its activities into early reconstruction actions. It is expected that the revised Plan of Action will be completed in April.

The CRC, with support from sister National Societies and the International Federation, maintain an emergency operative centre in the CRC national headquarters in Santiago and two operational bases in Concepción (Bio-Bío) and Talca (Maule).

### IT/ Telecom

The CRC, with support from the Peruvian Red Cross (PRC) and the International Federation, has drafted a strategic plan for IT/ Telecom during this operation. During the emergency phase, the Peruvian Red Cross had three IT/ Telecom staff in Chile; one remains in-country continuing to support the National Society. The IFRC has an IT/Telecom officer from PADRU located in the CRC national headquarters to provide further technical support. During the emergency, the Peruvian Red Cross team was in Talca. The team established VHF communications which were used in the installation of the Spanish BHC EUR in Hualañé. The PRC provided 26 portable radios, 5 mobiles (2 in ambulances, 1 in the base and 2 in reserve). The International Federation technical personnel support assisted in supporting the CRC volunteers and staff working on IT issues in the national headquarters, as well as providing technical assistance for the tendering and purchase of telecommunications equipment in close collaboration with the ERU Logistics team.

Thanks to donations from the German Red Cross, the Spanish Red Cross, the International Committee of the Red Cross and the International Federation and the private sector, the CRC has been able to employ special

technical services and instruments during this operation. The following companies have donated resources to the CRC-led operation:

- Nextel Communications Chile donated 70 mobile units with IDEN technology to maintain telephone communication and use the same equipment as internal radios free of charge.
- Claro Chile donated 200 telephones with pre-paid accounts free of charge which has allowed the CRC to maintain cellular communications with the affected regions.
- Motorola Chile donated 17,000 US Dollars in equipment to strengthen the National Society.
- VTR has donated internet for a year which is being used in the CRC emergency operations centre.
- Telmex Chile has offered internet services in the affected regions.

The CRC recently has identified a local technician for telecommunications who will work in this area, particularly establishing a national telecommunications system for the National Society and following through with on-going actions. Negotiations are ongoing with the state's telecommunications sub-secretariat to receive additional radio frequencies.

The strategic plan organizes the donations received and charts the needed resources to implement HF and VHF radio bases in the CRC national headquarters in Santiago, the regional CRC branches in Talca and Concepción. Analysis is underway to determine if Temuco can be included. These bases will have three HF radios, 3 VHF networks (1 radio base and 2 mobile radios, and minimum 15 mobile handheld radios) to permit the constant internal communication with the emergency operations centres in these locations. Additionally a LAN network would need to be installed in each of these operative centres to support the network and information flow.

Future operations updates will detail the on-going implementation of the IT/ Telecom strategic plan.

### Logistics

The many stages of logistics work necessary for goods to arrive and be distributed in Chile are fundamental to relief actions. To date, approximately 973,593 tonnes of goods have been mobilized within the framework of this operation. This handling not only implies staff and volunteers' efforts in Chile, but also the diligent work of the Federation's Regional Logistics Unit (RLU) in Panama and the donors of in-kind items in other locations. The International Federation encourages donors, including sister National Societies, to coordinate with the Panama Regional Logistics Unit for the efficient mobilization and shipment of goods to the field.

As the Spanish Red Cross logistics ERU has departed from Chile, continuous training and support for the CRC logistics team will remain necessary until their skills are solidified and can efficiently and effectively respond to demands for goods from the field.

### Relief distributions (food and basic non-food items)

**Objective: Affected families have access to food and non-food items to support their efforts to resume essential household activities.**

Expected results	Activities planned
Up to 10,000 households (50,000 people) resume household activities through the distribution of one hygiene kit and one kitchen set and other non-food items.	<ul style="list-style-type: none"> <li>• Conduct rapid emergency needs and capacity assessments.</li> <li>• Develop a beneficiary targeting strategy and a registration system to deliver intended assistance.</li> <li>• Distribute relief supplies and control supply movements from point of dispatch to end user.</li> <li>• Monitor and evaluate the relief activities and provide reporting on relief distributions.</li> <li>• Develop an exit strategy.</li> </ul>
Up to 3,000 families have their immediate food needs covered through the distribution of food parcels received locally by the Chilean Red Cross.	<ul style="list-style-type: none"> <li>• Coordinate with other actors to receive, sort, pack and distribute food items.</li> </ul>

### Progress:

Many CRC volunteers returned to their homes during the religious holidays. However, the CRC maintained staff on alert in the Centre for Emergency Operations in Concepción. This decision was particularly useful as on 2 April 2010, an aftershock measuring 5.9 was felt in the region. Although the religious holidays represented a slow-down in activities, relief actions still showed progress last week.

As a prerequisite to the ongoing distributions, CRC volunteers continue to conduct assessments. In the past week in Bío-Bío, assessments were conducted in different municipalities. Given the existence of family kits in the

Concepción warehouse, full family kits will soon be distributed to these areas. The following table details the assessments and projected beneficiary households:

Municipality	Town	Number of families
Talcahuano	Santa Clara	405
Talcahuano	Villa Mar	368
Cobquecura	Melincolla	33
Lota	La Vega	250
Lota	Nueva Agosto	150
Coelemu	Perales	65
<b>Total</b>		<b>1,271</b>

Further assessments are planned to take place in the municipalities of Dichato and Lota.

As of 1 April 2010, the CRC and the International Federation have distributed 1,997 family kits in Bío-Bío. A complete family kit is composed of one kitchen set, one hygiene kit, four blankets, and two jerry cans. The following table describes where these distributions took place:

Province	Municipality	Town	Camp	Number of kits
Concepcion	Talcahuano	Tumbes	1	93
		Tumbes	2	57
		Tumbes	3	8
		Tumbes	4	27
		Tumbes	Caleta Tumbes	77
		Salinas		85
	Lota	Polvorin		225
	Chiguayante	Recinto		31
Arauco	Arauco	Llico		75
		Tubul		490
Ñuble	Portezuelo			170
	Quirihue	1		325
		2		314
Perone	Hualpen			20
<b>Total</b>				<b>1,997</b>

Including distributions in the Maule department, to date, 4,412 family kits have been distributed.

The German Red Cross, with ECHO funds, is finishing the procurement process of 3,000 family kits. It is projected that these complete family kits (kitchen set, hygiene kit, 2 blankets and 2 jerry cans) be distributed by CRC volunteers in the regions surrounding Talca (Maule) and Concepción (Bío-Bío). These essential non-food items are an integral part of the CRC Plan of Action.

In addition to the family kits purchased and distributed through this appeal and the family kits provided through the German Red Cross, the CRC has received, classified and distributed food packs and non-food items outside of the appeal. The general public in Chile continues to donate to the CRC via its national headquarters and its local branches. The CRC is committed to rapidly receiving, classifying and distributing these goods to households in need, although it has been challenged to establish a systemized registry of these donations.

As more CRC volunteers and collaborators are trained in relief, the assessment and distribution process has become more efficient. The CRC and the Spanish Red Cross, with International Federation support, have initiated pre-deployment training in Santiago.

In coordinated effort with Oxfam, CRC volunteers from the Concepción base centre distributed Oxfam-donated goods in the municipality of Lota.

#### **Challenges:**

Some branches have expressed their need for security materials and tools for distributions. These include helmets, work gloves, protective visors, first aid kits, CRC vests and flags. Attention needs to be given to guaranteeing that CRC volunteers and collaborators are properly identified in emergency zones.

In addition, the CRC has the pending objective to systematize and create a registry of locally-received donations.

Emergency shelter	
Objective: Ensure that the most vulnerable families have a healthy, safe and dignified shelter solution to preserve their physical and mental well-being and prevent the further deterioration of the humanitarian situation.	
Expected results	Activities planned
Up to 10,000 households receive shelter solutions (3,000 receive family tents and 7,000 receive transitional shelter support) to assist their recuperation.	<ul style="list-style-type: none"> <li>• Conduct rapid emergency needs and capacity assessments.</li> <li>• Develop a community and beneficiary targeting strategy in coordination with local authorities and institutions.</li> <li>• Assess the extent of the shelter needs and preferred shelter solutions, employing local suppliers when possible.</li> <li>• Provide appropriate emergency and transitional shelter solutions in coordination with local and regional authorities, universities, professional associations and the affected population.</li> <li>• Develop awareness raising activities on safe shelter and Disaster Risk Reduction (DRR) in coordination with CRC and local authorities.</li> </ul>

### Progress:

Whilst tent distributions will continue, discussions are underway to reduce the number of family tents to be distributed within the framework of this appeal from 3,000 to 1,700. The 2,200 family tents already distributed (500 from the Netherlands Red Cross, 1,200 from the Norwegian Red Cross and the bilateral donation of 500 tents from the Turkish Red Crescent), have been fundamental to providing emergency shelter to people left homeless following the earthquake and tsunami. The tents in the warehouses and in the pipeline are necessary to responding to the present needs.

Red Cross Red Crescent actors in the field initiated a one-month analysis of the housing needs in this region. Initial findings demonstrate that a large proportion of people have been able to receive tents, directly from the CRC through this operation or via other donors, or have built (or repaired) some type of emergency housing unit. Given this situation, the International Federation and the Chilean Red Cross are discussing how to improve the conditions in the locations where these people are now living. Special attention will continue to be given to complementing the State's actions.

As mentioned in previous operations updates, the State has favoured the building of *mediaguas* (simple wood housing units) as an emergency response. With the possibility of modifying the IFRC mobilization table for this operation, funds previously destined for additional tents could be used to improve these units. Despite the expected scarcity of certain materials, the Chilean government is interested in continuing this plan. In a recent meeting with a State official responsible for housing in MIDEPLAN, it was stated that the Chilean government is in the process of creating an updated needs list which will include materials (primarily zinc sheets) necessary for the construction of the *mediaguas*.

At the present moment, shelter improvement kits will be provided to 1,000 affected households. Based on assessments and evaluations following the distribution of the first 1,000 kits, the contents might vary for future distributions. The shelter supplies currently are being tendered concurrently as the use of a cash transfer system/cash vouchers for building supplies system is being evaluated. The cash voucher system has the advantage of being implemented at the macro-local level, fomenting communities to work together and support more vulnerable households (particularly important in the rural areas where many households are composed of senior citizens). It is estimated that up to 8,300 families will receive support for the improvement of their shelter needs.

As of now, the first 1,000 kits will contain 8 timber poles, 6 chipped wood boards (or wood particle), 2 tarpaulins, 1 claw hammer, 1 handsaw, 1 shovel, 30 metres of rope, nails for wood and tie wire. These kits can be used to improve the thermal and water isolation of the family tents and *mediaguas*. The decision to implement the use of improvement kits is due to the flexibility available to attend to the needs of those living in distinct emergency housing units (industrial-made tents, emergency shelters made from salvaged materials from damaged structures, and *mediaguas*) and the minimal, well-known tools which are available. Finally, the housing materials can be reused as housing units are progressively improved.

The CRC has prioritized households affected by the disaster whose current homes do not comply with the minimal housing standards within the geographical zones which they work. Understanding the comprehensive nature of the reconstruction process, shelter support will be combined with other areas of humanitarian support provided through this operation.

The aforementioned revised plan of action for this operation, as well as future Operations Updates, will provide more information on the continual process to respond to the emergency and early reconstruction shelter needs of the most vulnerable affected households.

As the German Red Cross (GRC), with ECHO support, plans to build 600 *mediaguas*, this operation could complement this bilateral support as well as further CRC's shelter projects employing direct in-country donations. Additional information will be provided as the building process is underway. As mentioned in previous operations updates, the GRC additionally will provide latrines and basic water systems for 300 households. The Swiss Red Cross plans to enhance these housing units with water and sanitation support.

### Challenges:

Having a shelter counterpart in the National Society for the distinct but interrelated shelter initiatives by the Red Cross Red Crescent will ensure better coordination and more effective implementation. Efforts are being made to have this position in place.

### Emergency health

**Objective 1: The medium- and long term health risks of the emergency on the affected population are reduced through provision of targeted preventive and community-based health interventions, including hygiene promotion, recruitment of voluntary non-remunerated blood donors, disease prevention and psychosocial support to the affected communities.**

**Objective 2: The affected communities will benefit from curative health care through deployment of field health facilities and equipment.**

Expected Results	Activities planned
<p>At least 10,000 families over a 12 month period have their health risks reduced through provision of preventive health care through community-based interventions.</p> <p>Selected affected groups and communities receiving psychosocial support have increased their resilience and coping mechanisms.</p>	<ul style="list-style-type: none"> <li>• Design medium and long term programmes for volunteers using Federation standard tools and approaches (CBHFA, PHAST, epidemic control, voluntary blood donor recruitment).</li> <li>• Organize trainings and workshops for volunteers and communities.</li> <li>• Monitor and evaluate activities.</li> <li>• Translation, local validation and reproduction of Federation PSP Toolkit</li> <li>• Training of CHRC volunteers in skills in community based psychosocial support and psychological first aid.</li> <li>• Provide psychosocial support to targeted affected groups and communities.</li> <li>• Identification of the need and location of field hospital and other health facilities.</li> <li>• Deployment of health ERUs or other needed field health capacities.</li> </ul>

### Progress:

Five weeks following the disaster, many of the health ERUs and specialized support teams have completed their missions. As mentioned above, the Japanese Red Cross Society BHC ERU has handed over its operations to the CRC. The one remaining member of this ERU in Chile is now working on a bilateral project between the JRCs and the Parral hospital to support this hospital's restructuring. The Ministry of Health's regional representative recently visited the JCRS-supported area of the Parral Hospital.

One member of the Finnish Red Cross/ Norwegian Red Cross surgical hospital remains in Pitrufquén. This hospital is now completely operative and is being used by the Pitrufquén hospital. The CRC branch in Temuco has been fully integrated into the establishment and now implementation of this hospital's activities. Under the guidance of the Finnish and Norwegian combined team, CRC volunteers and collaborators were trained (using a learning-by-doing) in the use of the donated water purification plant and other equipment. Two members of the Finnish Red Cross/Norwegian Red Cross team trained a total of 15 CRC volunteers. Over the holiday weekend, this plant was transported to Santiago where the CRC is evaluating where to send it to be immediately used. Since the plant has been in Santiago, more CRC volunteers have received training in its use.

The psychosocial support team composed of ten members from the Spanish Red Cross, two from the Ecuadorian Red Cross, one from the Colombian Red Cross Society and one from the Nicaraguan Red Cross have ended their mission and have handed over the full-range of their activities and responsibilities to the Chilean Red Cross. In Maule, a closing ceremony with branch's Presidents and volunteers was held when the team members from sister National Societies left the region. As one of their last activities, the team offered a training of trainers in psychosocial support. Twenty-five CRC volunteers who had been involved in providing psychosocial support in Hualafie, Talca, Concepción and Santiago participated in this training. These CRC volunteers now have the adequate tools and knowledge to work in psychosocial support in emergencies. In

Hualañé, one of the trained CRC volunteers continues to maintain activities for a small group (six to eight) of children on a daily basis.

During their time in the field, the four team members from the National Societies of Colombia, Ecuador and Nicaragua contributed to training, group and individual interventions with adults and children, coordination meetings, trainings for teachers in psychological first aid and support. Also, these team members offered technical guidance for CRC activities with children. Combined with the ten-person Spanish Red Cross team, these psychosocial support experts achieved the strengthening of the psychosocial response capacity of the CRC, recruitment of new volunteers and collaborators in this area and contributed to building alliances between the CRC branches and local community-level networks. The health sector coordinator held a briefing with psychosocial support specialists mobilized from the National Societies of Colombia, Ecuador and Nicaragua before their departure to receive their impressions of being integrated into another emergency response team from a different National Society. These experiences serve as lessons learnt for future deployments of this type. The entire PSP team departed from Chile on 2 April 2010.

The second rotation of the Spanish Red Cross BHC ERU is now fully installed. Alongside local health staff and CRC volunteers, this BHC unit in Hualañé (Maule) works to provide emergency and preventative health care in the region. As of 4 April 2010, this BHC ERU has provided medical attention to 2,040 people (1,123 females and 917 males). According to this BHC's registry, 12.11 per cent of the patients were under the age of 5 and 87.89 per cent were older than 5 years old. The medical teams have seen a significant decrease in earthquake-related trauma including post-traumatic stress after the fourth week. Currently the highest prevalence of conditions seen is related to upper respiratory tract infections, other trauma and some skin infections.

The BHC noted a decrease in people attended last week which is attributable to the normalization of the health situation on the ground and the religious holidays.

Mobile health visits to health posts outside of the Hualañé urban area will be restarted this week. Plans are also underway to continue incorporating CRC volunteers. For instance, a group of medical students from Santiago are scheduled to arrive this week to volunteer their services in the mobile and set health care activities.

The CRC's national health director visited and spent one day accompanying the ERU team last week. A volunteer from the CRC remained in Hualañé and is now being trained as a technician to maintain this BHC unit.

Following up on the health evaluation, the IFRC's health sector coordinator for this operation is working with the CRC at the national and branch levels to plan future hygiene and health promotion. Emphasis will be made on community-level participatory interventions which build upon existing knowledge and promote healthier practices.

Whilst not directly involved in the vaccination campaign as of yet, the Red Cross Red Crescent activities complement the Ministry of Health's recent announcement to initiate vaccinations against the A(H1N1) flu for the population in collective shelters and settlements. Additionally, all children between the ages of 2 and 14 will be vaccinated in the disaster-affected regions.

#### Challenges:

As there is now a strong contingent of CRC volunteers trained in psychosocial support and psychological first aid, it is important to facilitate the material and non-material resources so that these people can replicate their knowledge at the community level, as well as within the National Society.

#### Water, sanitation and hygiene promotion

**Objective: The health of affected communities is improved with the provision of clean water, minimum sanitation and hygiene promotion.**

Expected Results	Activities planned
Up to 10,000 households have access to safe water and community-based hygiene activities.	<ul style="list-style-type: none"> <li>• Conduct rapid health and water and sanitation emergency needs and capacity assessments in coordination with the relevant local authorities.</li> <li>• Develop a community and beneficiary targeting strategy in coordination with local authorities.</li> <li>• Train and mobilize CRC volunteers in water, sanitation and hygiene promotion teams using the participatory hygiene and sanitation transformation (PHAST) methodology and a technical team in water evaluation.</li> <li>• Set-up mobile water purification plants or hire water distribution trucks to dispense safe water in sufficient quality and quantity.</li> </ul>

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|  | <ul style="list-style-type: none"> <li>Conduct hygiene promotion activities (personal and community hygiene, solid and human waste disposal, water handling).</li> </ul> |
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### Progress:

Water and sanitation activities continue to make progress. Despite the past week's holidays, different trainings were conducted for CRC volunteers. The final group of CRC volunteers were trained in the use of the water purification plant donated by the National Societies of Finland and Norway through their surgical hospital established in Pitrufquén. This equipment, and others, has now been moved to Santiago. An additional group of volunteers in Santiago were trained in its use. The CRC currently is evaluating where this equipment is most needed so it can be promptly sent to that location and put to immediate use.

A detailed water and sanitation assessment was conducted which is serving to provide a proposal for future actions in this area. The IFRC water and sanitation RIT is working directly with the CRC to determine the resources needed to continue moving forward with water, sanitation and hygiene actions in Bío-Bío, Maule and other regions, as possible.

The assessment in Maule concluded that whilst some areas where *mediaguas* have been built and tents have been installed have access to water, this is done via water trucks generally managed by the local firefighters. Attention needs to be given to contribute to reducing the contamination of water sources. As time passes, it will be important to drill wells for these areas. Chemical latrines and waste disposal are managed by municipal-supported services. Moreover, difficulties have been encountered in the rural locations where water services are based on electric-generated water pumps. In San Clemente municipality, the municipality and communities have suggested the use of electric generators to avoid hygiene problems due to the lack of water. In the coastal areas hit by the tsunami, some wells have been recovered, but the full picture has yet to be completed by the local municipalities.

Both assessments outline future actions which include a strong hygiene promotion component which can be done using printed materials as the affected communities have high-literacy levels. Sanitation facilities will need to be reinforced to ensure community-managed systems for the proper disposal of human and solid waste and grey waters. The CRC will work at the community level to reinforce knowledge of water treatment and storage, with a focus on rural regions.

During the assessment in Bío-Bío, the evaluators found cases of diarrhea in collective camps in La Veta (Lota) and Tubul (Arauco) due to stored water not being chlorinated. Other challenges identified include lice and skin infections related to overcrowding and difficulty in maintaining hygienic practices. Garbage disposal is also a problem. The assessment found that a lice outbreak is also foreseeable in Talcahuano as a result of vector proliferation. Thus, it was suggested to increase hygiene promotion activities in these areas.

Whilst the pace of activities was reduced due to the holidays, actions are still underway to determine the planned location for the remaining two bladders, out of six, which the German Red Cross has donated, as well as the rigid corrugate water tank. Each of these bladders has capacity for 5,000 litres of water. Nonetheless, the use of the water tank truck continued without problems over the holidays.

### Challenges:

There is a demand to implement efficiently hygiene promotion activities in the collective camps so as to treat and reduce lice outbreaks as well as other health challenges due to the camp conditions.

The vast experience of the Chilean Red Cross in health services will be useful during the hygiene promotion activities. The CRC national health director is interested in incorporating water and sanitation issues and skills into the emergency response, as well as promoting this area with private and state institutions. As a result of the support from the National Societies of Finland and Norway, more CRC volunteers recently have been trained in water and sanitation. The German Red Cross and the Swiss Red Cross will include water and sanitation in their comprehensive actions to provide shelter to affected families. The CRC has the opportunity to build upon its knowledge and start an institutional learning process on water and sanitation.

### Livelihoods

**Objective: The most vulnerable affected groups and families have the ability to restore, improve or diversify their livelihoods through livelihood support or substitution activities.**

Expected results	Activities planned
Vulnerable groups and families are actively involved in early recovery actions and benefit from livelihood support or livelihood substitution activities.	<ul style="list-style-type: none"> <li>Assessment and participatory planning.</li> <li>Selection of target beneficiaries.</li> <li>Delivery of livelihood substitution activities such as cash-for-work for debris clearing.</li> <li>Delivery of livelihoods / income substitution activities such as</li> </ul>

<p>Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and recover their economic sustenance.</p>	<p>unconditional cash grants, productive assets replacement, vocational and technical skills training, support for re-establishing small businesses etc.</p> <ul style="list-style-type: none"> <li>• Identify key sectors (i.e. small-scale cooperatives or groups dedicated to fishing or agricultural production) to establish a pilot programme.</li> <li>• Training and capacity building for CRC staff and volunteers to implement this programme and integrate it with other areas (shelter, comprehensive health care, etc.).</li> </ul>
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Although this is an early recovery phase objective, the National Society and the International Federation are monitoring government initiatives in this area. It is foreseen that despite the well-formulated state plans, additional resources will be needed to support affected individuals and families to restore their income-generating activities.

As previously mentioned in the shelter objective, the CRC, with IFRC technical support, is evaluating the possibility of combining cash transfer or cash voucher programmes to propel the reconstruction or repairing of damaged homes. Calling upon the IFRC knowledge from other countries on this type of programme, discussions are underway within the Red Cross Red Crescent but also by the CRC with affected populations.

### Disaster Preparedness and Risk Reduction

**Objective: The risks of the impacts of future disasters are reduced through the strengthening of disaster management mechanisms, the establishment of a national contingency planning process and volunteer training with International Federation tools so that knowledge is replicated with community-based groups and institutions.**

Expected results	Activities planned
<p>The CRC has increased disaster preparedness and risk reduction (DRR) in its programmes and institutional strategy.</p> <p>Communities with vulnerability to natural risks establish early warning systems linked to wider systems to monitor disaster and climate risk.</p> <p>Volunteer and staff capacity to deliver sustainable DRR programming is increased.</p>	<ul style="list-style-type: none"> <li>• Review the CRC response plan including coordination with the government's national response plan.</li> <li>• Work with local and national civil defence institutions to promote the creation of coordination mechanisms.</li> <li>• Develop a group of DRR trainers who can replicate knowledge learned at the branch and community level.</li> <li>• Identification of hazards and effective early warning processes.</li> <li>• Implement a pilot project of DRR training in selected communities, building on lessons learned from other disasters to ensure sustainability.</li> <li>• Train CRC volunteers and staff in DRR tools and methodologies.</li> </ul>

The IFRC disaster management coordinator for the Americas Zone office is providing technical support to the CRC to revise and create a disaster preparedness and disaster management plan of action. Additionally, the water and sanitation assessment in Maule recommended starting a comprehensive intervention in San Clemente which could include disaster risk reduction jointly with the water and sanitation objectives. The proposal states that this could be done by working with the communities that use electric water pumps and collectively identifying plans to mitigate the impact of disasters on the water sources as well as the community in general.

### Strengthening the National Society

**Objective: The Chilean Red Cross is better prepared to respond to this and future emergencies through the development of efficient, effective and competent governance, management, volunteer and communication structures.**

Expected results	Activities planned
<p>The CRC governance structure is strengthened to provide improved National Society and social leadership.</p> <p>The CRC management structure (administrative, financial and human resources procedures) is improved and better organized.</p> <p>The CRC has reinforced its body of</p>	<ul style="list-style-type: none"> <li>• Analyze the current state of the CRC including a strategic planning process and the national and local response systems.</li> <li>• Strengthen administrative and financial procedures.</li> <li>• Modify the CRC Strategic Plan.</li> <li>• Develop and revise job descriptions for the CRC's salaried and volunteer human resources.</li> <li>• Update and maintain the national volunteer register.</li> <li>• Establish standardized volunteer training.</li> <li>• Ensure management of new volunteers and incorporate them</li> </ul>

<p>active, trained volunteers.</p> <p>The CRC has positioned and highlighted the CRC and the Movement's actions and principles with the media, donors and partners.</p> <p>Branches in the affected regions have access to radio, satellite and internet communication system to facilitate their communication with CRC national headquarters and other branches.</p>	<p>in the relief operation.</p> <ul style="list-style-type: none"> <li>• Develop informative and regular information materials to different stakeholders.</li> <li>• Improve the CRC communications materials (web page, magazine, and other printed and virtual materials) to reflect the actions of CRC volunteers, sister National Societies and the International Movement in this operation and in general.</li> <li>• Provide initial and ongoing training for the establishment of an IT/ Telecom team in selected branches and in national headquarters.</li> <li>• Install and implement the use of equipment by CRC volunteers.</li> </ul>
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### **Progress:**

The CRC, with support from the International Federation and sister National Societies, continues to recruit and train new collaborators and strengthen its historic volunteers' skills. As this is across-cutting objective, as explained above, trainings have been held in relief, emergency shelter, psychosocial support, emergency health care, IT/ telecom, in addition to internal issues (logistics, finance, communications, reporting, etc.) which underpin the specific relief activities.

As explained in Operations Update n° 3, an organizational development assessment has been conducted at the national and branch levels. The final report will be completed and presented to the CRC by mid-April 2010 with an emphasis on recommendations and the IFRC's support plan to assist the CRC-led transformations.

The Bío-Bío regional branch of the CRC has now assessed the state of the branches in its region. It was found that the CRC branches in Penco, Talcahuano, Chiguayante, Lebu, Curanilahue and Cañete have been completely affected. The CRC branches in San Carlos, Chillan, Coelemu, Bulnes, Cabrero, Monte-Aguila, Nacimiento, Negrete, Tome, Lota, Coronel, Los Angeles, Santa Bárbara, Mulchén and Concepción are functional. These branches have actively supported emergency relief efforts in their localities. As mentioned in previous operations updates, this objective in addition to (re)building resources, also entails the physical reconstruction of damaged or destroyed CRC branches.

The past week allowed many CRC volunteers and staff who had been determinedly active since 27 February to have a few days of needed rest. It is important to recognize that these breaks and rotations are not only necessary for health reasons but also decrease the possibility of accidents. The CRC will continue to organize its operation to take into account the human needs of its collaborators, volunteers, staff and leadership.

Notwithstanding the other needs, a complete registry of the status of the branch infrastructure in the disaster affected regions is essential for future rebuilding.

In addition, communications between the CRC headquarters and regional branches will be strengthened in order to improve coordination.

### **Communications – Advocacy and Public Information**

At the national headquarters and branch levels, CRC leaders and staff contribute to disseminating the CRC-led humanitarian relief actions conducted with the presence and support of sister National Societies and the International Federation.

The CRC continues to produce a weekly newsletter on the earthquake operation and its activities. The CRC communications department is currently creating a monthly magazine. The first edition is scheduled to be published at the end of April.

The updated Chilean Red Cross web site (<http://cruzroja.cl/>) receives approximately 1,600 hits daily. In addition, the CRC continues to send information in Spanish via Twitter.

A press package in Spanish, English and French was prepared for the first month anniversary of the earthquake and tsunami. This package was distributed to local and international media, as well as to sister National Societies.

On 3 April 2010, the TVN channel's programme "24 horas noticias" (24 hours news) reported on CRC volunteers distributing non-food items in the area of Coronel de Maule located in the province of Cauquenes in Maule region. The segment included an interview with beneficiary families as well as with a CRC representative in the field.

During this reporting period, the CRC has coordinated with EMI Music to conduct a campaign with Alberto Plaza and other international artists in favour of the Red Cross Red Crescent work in Chile.

The CRC's national communications team continues to monitor the press, organize meetings with local authorities, and provide communication support to Red Cross Red Crescent actors in the field.

The communications area in CRC national headquarters, as well as the IFRC's communications department is pleased to provide information to the press and other institutions as requested.

## How we work

All International Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The International Federation's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The International Federation's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

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