

Operations update



International Federation
of Red Cross and Red Crescent Societies

Chile: Earthquake

Emergency Appeal n° MDRCL006
GLIDE n° EQ-2010-00034-CHL
Operations Update n° 12
2 September 2011



Project coordinator giving instructions on the use of the RED card to a group of beneficiaries from the district of Hualañe, Bio Bio region. Source: Chilean Red Cross

Period covered by this Operations Update: from 1 March 2011 to 30 May 2011.

Appeal target: 16,075,870 Swiss francs have been requested.

Appeal coverage: 88% [<Click here to view the updated donor response list or here to see the contact information>](#)

Appeal history:

- On 27 February 2010, 300,000 Swiss francs were allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross (CRCh) to respond and provide immediate relief items for 3,000 families.
- On 2 March 2010, a Preliminary Emergency Appeal was launched for 7 million Swiss francs to support the CRCh to assist approximately 15,000 families (75,000 people) for 6 months.
- On 10 March 2010, an Emergency Appeal was launched to request 13,086,822 Swiss francs – including ERUs – to support CRCh in the provision of non-food items to 10,000 families (50,000 people),

emergency and/or transitional shelter solutions for 10,000 families, curative and preventive health care for at least 90,000 people and water and sanitation services for up to 10,000 households.

- On 24 August a Revised Appeal was issued including changes in objectives, an extension of the implementation period to 24 months and a revised budget of 14,143,016 Swiss francs. The revised budget, without the costs of ERUs, increased from 10,035,095 Swiss francs to 14,143,016 Swiss francs.
- During the month of December, the operation revised the budget to 14,540,398 Swiss francs due to the availability of estimated costs for the reconstruction of National Society warehouses and branches affected.
- On 2 March 2011, a second Revised Appeal was published including an extension to the implementation period to **36 months**, a revised budget of 16,075,870 Swiss francs and a relocation of budgetary lines. [Click here to view the second Revised Appeal.](#)

Summary: The size and goal of the appeal has generated requirements that exceed the capacity of the National Society which, despite of its great efforts assuming responsibility in the planned timeframe and form, has encountered delays in the delivery of its services. On the other hand, earthquake-affected families that have not received assistance from other organisations or the government have been identified.

With the objective of building capacities and developing the institution, the National Society has decided to adjust and reorganize its Strategic Plan taking into account the activities already planned in the appeal. This review will provide a more strategic, sustainable and long-term vision and development of the Chilean Red Cross. This plan covers the period of 2011-2012.

At a year since the earthquake, the appeal represents 70 per cent of the National Society's planned activities including those financed autonomously and bilateral projects. After one year of the launch of the appeal, the relief phase has been completed, which had the objective of distributing humanitarian aid to 10,000 families (the fulfilment of which is more than 110 per cent). With the aim of synchronising the appeal with other Chilean Red Cross bilateral projects, it was necessary to extend the timeframe to 36 months and increase the corresponding budget allowing for the increase in the number of activities. This was in line with new donations towards initiatives already within the appeal.

The Chilean Red Cross and the IFRC are thankful to the Partner National Societies, governments and corporate donors that have supported this appeal through cash, in-kind or personnel. Their positive response and generous contributions have been essential to provide relief, water and sanitation, health services and transitional shelter to the affected population by the earthquake of 27 February 2010.

The situation

Fifteen months after the earthquake and tsunami, the Chilean government continues working to assist the families affected. Currently, the Ministry of Housing and Urban Planning is planning the reparation of infrastructures and the improved stabilisation in transitional settlements that were set up in the Valparaíso and Bio Bio regions. The Minister of Housing and Urban Planning, together with the Minister of Home Affairs and Public Security, the subsecretary of regional development and the executive secretary of the development of barrios (neighbourhoods) announced the transfer of more than 1,500 million Chilean pesos to municipalities with transitional settlements to prepare families to face the last winter before they receive their new homes next year.

The resources will benefit the transitional settlements created as a result of the earthquake and tsunami, located between the regions of Valparaíso and Bio Bio. In these 98 transitional settlements municipalities will be able to repair sanitary services, electric connections, boundary enclosures and improved stabilisation of the settlements.

At the same time, the Ministry of Public Works (MOP in Spanish) will implement a reconstruction plan of fishing communities in the Bio Bio region, which is aligned within the infrastructure and public service reconstruction plan of the regions affected by the earthquake and tsunami of 27 February¹. The MOP plan has the objective of recovering 17 fishing communities, which were severely damaged by the earthquake and tsunami of 27 February 2010.

All fishing centres are or will be intervened by the Ministry of Public Works, through the Port Works department, which will implement an integrated plan that considers a total investment of 22 thousand million Chilean pesos

¹ Source: <http://mopinforma.blogspot.com/2010/04/mop-ejecutara-plan-de-reconstruccion-de.html>

between 2010-2014 and contemplates work that goes from the reparation of cracks, reconstruction of ramps and contention walls to the rehabilitation of administration offices, fishing headquarters, operation centres, service and sales points.

The fishing communities that will benefit from the MOP work include 9 in the province of Concepcion (Dichato, Rocuant, Lirquén, El Refugio, Coliumo, Cerro Verde, La Poza, Tumbes and San Vicente) and 8 in the province of Arauco (Laraquete, Arauco, Lota Bajo, Llico, Tubul, Lebu, Tirua and Isla Mocha).

As a result of the earthquake measuring 8.9 on the Richter scale in northeast Japan on 11 March 2011 and the latter tsunami, the Hydrographical and Oceanographic Service of the Chilean navy (SHOA in Spanish) declared a preventative tsunami alert for the Chilean coast during 11 and 12 March. As part of the alert plan, SHOA ordered the evacuation of more than 700,000 people living in high-risk areas on the coast of Chile. At midday on 12 March the waves resulting from the tsunami in Japan reached the Chilean coast, causing minor damage in the following places²:

Cardenal Caro, O'Higgins region: the sea surged 70 metres from the seashore.

Dichato, Bio Bio region: the sea surged more than 100 metres towards the town, being the worst affected by the strong swell.

Talcahuano, Bio Bio region: (one of the worst affected places by the 27 February earthquake), the sea level rose considerably but the water did not reach inhabited land.

Constitucion, Maule region: six waves were registered that caused the flow of the river Maule to increase and covered part of the surface of the **Orrego island**, where more than 100 people died in February 2010.

Algarrobo, Valparaiso region: the sea withdrew 30 metres and only the contention walls stopped the water from entering the city.

San Antonio, Valparaiso region: variations in the sea level of 3 metres were registered.

Corral, Rios region: the sea reached houses closer to the coast and the water flooded a nursery school (this was previously affected by the tsunami of 1960).

Chiloe Island, lake district: the sea withdrew between 8 and 10 metres, according to the authorities, but damage was not registered on the island.

As shown by the recount of the damage, Chile is a country exposed to natural disasters due to its geographical location and geological formation. Therefore it is essential to prepare the country to respond to this kind of emergency.

Coordination and partnerships

In order to achieve the proposed objectives, the Chilean Red Cross (CRCh) and the International Federation of Red Cross and Red Crescent Societies (IFRC) are working in coordination with different external actors. During this last period PNS have taken on a predominant role in the implementation of CRCh projects, as strategic allies.

American Red Cross: During previous months, set up a permanent team in the headquarters with the aim of developing the Latin America Risk Reduction Activity (LARRA) programme. This project seeks to prepare communities, strengthening them in the event of future disasters, working in a cross cutting way with Risk Management operational projects. In May a Vulnerability and Capacity Analysis (VCA) workshop was held, as a first community activity in Dichato in the Bio Bio region in which 8 children, 23 youths and 3 adults participated. During the following months, the project will define work with the other operational and management areas of the CRCh.

² Sources: <http://www.lanacion.cl/efectos-de-marejadas-en-la-costa-chilena/noticias/2011-03-12/113413.html>
<http://www.laprensaaustral.cl/lpa/noticia.asp?id=40575>
<http://www.losandes.com.ar/notas/2011/3/12/chile-olas-tsunami-inundaron-algunas-zonas-pero-hubo-heridos-555792.asp>

Colombian Red Cross: As with the LARRA project, the Colombian Red Cross bilaterally finances projects in the area of Community Risk Reduction and Climate Change. On 18 and 28 May, the climate change coordinator held two awareness raising talks on climate change with 14 volunteers from the Lota and Curanilahue branches (Bio Bio region).

German Red Cross and Swiss Red Cross: These two PNS distributed 600 individual sanitary modules to different families in the regions of Maule and Bio Bio, which had received emergency houses (mediaguas). During March, April and May, the IFRC financed the installation of the modules pending within the Swiss Red Cross project. Currently 358 of the modules are operative.

Japanese Red Cross Society: For the project of the distribution of boats and engines to 160 groups of fisherfolk, financed bilaterally by the Japanese Red Cross Society. By 28 March, a total of 23 boats and 49 engines had been distributed. In the same month, a tendering process was opened for the acquisition of the other 72 engines.

Other actors:

The national programme for strengthening volunteering together with the Office of Foreign Disaster Assistance (OFDA) has programmed two courses on Damage and Needs Assessments (DANA) and a course on disaster risk reduction (DRR). Coordination meetings are currently being held for the preparation of the first course expected to take place in July.

Also taking place within the DRR programme, in conjunction with the National Emergency Office (ONEMI), is the adaptation of the educational modules from the "It is better to prevent" series developed by the Centre of Reference for Community Based Education in Disaster Preparedness (CREEC) based in Costa Rica. The series consists of a collection of risk reduction tools that allow for the creation of better prepared communities. In Chile, the adaptation of four of the modules of the series is currently under way including: early warning, protected school, education, organization and preparation for risk reduction and community teams. For more information on the series visit: <http://cruzroja.org/desastres/redcamp/crrec.htm>

Red Cross and Red Crescent Action

Below is a summary of the main activities carried out by Chilean Red Cross and the IFRC, within the framework of the Chile earthquake operation 2010.

Shelter solutions: 8,630 cards were distributed, pending bills are currently being registered.

First Aid: Through a public tender, a coordinator was hired and the programme was initiated. Two refresher courses for instructors were held for 35 volunteers from the Bio Bio and Araucania regions.

Psychosocial support: In May a school in the district of Constitucion, Bio Bio region, was selected as the first place of intervention.

Community health: The community health project acts in a complementary way to the project distributing boats and engines to fisherfolk affected by the tsunami. In April and May visits continued to fishing communities and branches in the regions of Bio Bio and Maule. In addition, a CBHFA course was held for 25 volunteers.

Water, sanitation and hygiene promotion: The supervision of the functioning of the 200 individual sanitation modules of the German Red Cross project came to a close. Likewise, the installation of the potable water and sewage networks of the 400 individual modules concluded for the localities of Parral (Maule region) and Arauco (Bio Bio region) within the Swiss Red Cross project. At the moment, only the installation of the 48 modules for the locality of Arauco is pending.

Agricultural livelihoods: The beneficiary survey on localities at the Bio Bio region took place in order to select the beneficiaries that will receive 2,000 agricultural kits. Up until the closure of this report 1,095 surveys had been typed and tabulated.

Organizational development: The National Society's Planning, Monitoring, Evaluation and Reporting (PMER) team, which is monitoring the implementation of the operational plan, is being strengthened.

Infrastructure improvement: The repair of branches, the maintenance of the headquarters main building and the refurbishment of the warehouse in Santiago continue.

Telecommunications: Thirteen volunteers from the Rios, Araucania and Bio Bio regions were trained in the installation and use of radio communications.

The IFRC continues providing support to the CRCh through the team present in Santiago, the Regional Representation for the Southern Cone in Buenos Aires and the team in the Americas Zone based in Panama. In addition, CRCh also receives support from the American Red Cross, German Red Cross and the Japanese Red Cross Society, which maintain delegates in the country.

Progress towards outcomes

Relief distributions (food and basic non-food items)	
Outcome: Affected families have access to food and non-food items to support resumption of essential household activities.	
Outputs	
Up to 10,000 households (50,000 people) resume household activities through the distribution of one hygiene kit and one kitchen set per household, and other non-food items.	
Up to 3,000 families have their immediate food needs covered through the distribution of food parcels received locally by the Chilean Red Cross.	

Impact: The area of relief distributions closed activities at the end of the emergency phase of the operation, in June 2010. The distributions corresponding to the recovery phase are under the responsibility of the logistics area, which provides auxiliary services in acquisition and transport to departments for the implementation of their respective projects.

Emergency shelter	
Outcome: Ensure that the most vulnerable families have a healthy, safe and dignified shelter solution to preserve their physical and mental well-being and to prevent any further deterioration in the humanitarian situation.	
Outputs	Activities planned
Up to 1,600 households receive emergency shelter solutions (16m ² family tents) and 10,000 families receive support to improve their habitation conditions to help their recovery.	<ul style="list-style-type: none"> • Conduct rapid emergency needs and capacity assessments. • Develop a community and beneficiary focused strategy in coordination with local authorities and institutions. • Assess the extent of shelter needs and preferred shelter solutions, employing local suppliers when possible. • Provide emergency shelter solutions. • Provide appropriate support for the improvement of habitation conditions during the recovery phase, in coordination with local and regional authorities, professional associations and the affected population. • Develop awareness-raising activities dealing with safe shelter and Disaster Risk Reduction (DRR), in coordination with the CRCh and local authorities.

Progress: the ReD card project consists of a debit card, with the amount of 180,000 Chilean pesos, which can be exchanged for articles and tools to improve the habitation conditions of beneficiaries in any hardware store of the MTS hardware chain.

At the moment all the cards have been printed and the project is in the final phase of activities. During the timeframe covered by this report, 4,814 households in the Maule region and 3,816 households in the Bio Bio region have received cards. This represents a total of 8,630 cards distributed (86 per cent progress). The remaining 1,370 cards will be distributed during June to complete the goal of supporting 10,000 families in order to improve habitation conditions. The table below summarises the districts intervened during the project:

Region	Province	District
Maule	Cauquenes	Cauquenes, Pelluhue
	Curico	Curicó, Hualañe, Molina, Romeral, Licanten, Rauco, Sagrada Familia, Tenó
	Talca	Pencahue, Chanco, Maule, Pelarco, San Clemente, Rio Claro, Talca, Empedrado, Constitución
	Linares	Linares, Parral, San Javier, Villa Alegre
Bio Bio	Concepcion	Chiguayante, Hualpen, Talcahuano, Tome, Lota
	Ñuble	Portezuelo, Coelemu, Quirihue
	Arauco	Arauco
	Biobío	Alto Biobío

In this last phase, the delivery of the remaining cards and the collection and typing up of receipts will be carried out. Final figures for the project are expected to be ready for the following report.

CRCh together with the IFRC is cooperating with the Ministry of Housing and Urban Planning (MinVU) and the Chilean Association of Municipalities in a project for a workshop school in the district of Valle del Itata (Bio Bio region). The project studies the use of adobe as a local material for the local patrimonial recovery of homes as part of the activities within the agreement between UN-Habitat and the Chilean government to establish a resource centre for technical assistance to local municipalities, authorities and actors. The first joint evaluation and dissemination mission of the CRCh-IFRC and the Chilean Association of Municipalities took place in May 2011. In addition, the CRCh and MinVU have drawn up an agreement, which will be signed in the coming months for the distribution of home reparation manuals in communities where the CRCh works.

Emergency health

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

Outcome 2: The affected communities will benefit from curative healthcare through the deployment of field healthcare facilities and the provision of equipment.

Outputs	Activities planned
<p>Health risks of at least 10,000 families are reduced over a period of 36 months through the provision of community-based preventative health care.</p> <p>Selected affected groups and communities receiving psychosocial support have reinforced their capacity to adapt and strengthened their coping mechanisms.</p>	<ul style="list-style-type: none"> • Design medium and long-term community health programmes for volunteers using standard Federation tools and approaches (CBHFA, PHAST, epidemic control, voluntary blood donor recruitment). • Organize training sessions and workshops for volunteers and community members. • Monitor and evaluate activities. • Translate, validate at the local level and publish Federation PSP Toolkits. • Train CRCh volunteers and develop skills in community-based psychosocial support and psychological first aid. • Provide psychosocial support to selected groups and communities affected by the disaster. • Identify the need for and locations of field hospitals and other healthcare facilities. • Mobilise healthcare ERUs and other healthcare services as required in the field. • Offer health training for national disaster intervention teams focusing on health in emergencies and epidemic control.

Progress: With contributions to this appeal, the CRCh national health department has worked in the following sectors:

First aid: As an initial activity, the new first aid curriculum for CRCh volunteers was designed and approved. The priority is to refresh first aid instructors in branches and regional committees, in line with IFRC guides and new international ones.

The first refresher course took place during 1-2 April in the regional committee of the Araucania region, with the participation of six volunteers previously certified as instructors. The second course took place in Concepcion in the Bio Bio regional committee from 28-30 April, with the participation of 14 volunteers from branches in the region. The 21 trained volunteers will be responsible for the replication of the training with other volunteers and promoting first aid in the different projects that the CRCh is implementing in both regions (Araucania and Bio Bio).

Psychosocial support: The CRCh psychosocial support team completed the design of the programme and training for volunteers in psychosocial support tools. With the aim of providing psychosocial support to selected groups and communities, on the 15 May a visit was made to the "Enrique Donn Müller" school in the town of Constitucion, Bio Bio region, in order to carry out a psychosocial assessment and establish support mechanisms. During the visit training was organised for the school psychologist and social assistant in tools for the implementation of workshops on the prevention of domestic violence and the establishment of limits with children. Both issues have been identified as priorities for work with children from the school.

At the same time, the Chilean Red Cross continues strengthening coordination with academic institutions to strengthen psychosocial support activities. During the reporting period, at the CRCh headquarters in Santiago level, initial visits were made to universities including the University of the Americas, the Pedro de Valdivia University, the Santo Tomas University and the Arsis University, to establish cooperation alliances with the aim of increasing volunteering and developing studies on psychology interventions in disasters and crises. In addition, the Chilean Red Cross will participate in July as a conference speaker in the Seminar on Psychology in Emergencies and Disasters, which aims to disseminate the psychosocial support programme in the context of emergencies amongst different organisms such as ONEMI, Voluntary Psychologists, Legal Medical Service and the Chilean Police.

In terms of coordination with academic institutions at the branch level, the CRCh Maule regional committee has made contact with the Psychology Faculty of the University of Talca, with the intention of attracting new volunteers to strengthen the psychosocial response capacity of the different branches in the Maule region.

The design and preparation of the psychosocial support module as a specialization in the health in emergencies National Intervention Team (NIT) course has continued, which the CRCh together with seven National Societies (Costa Rica, Colombia, Ecuador, El Salvador, Mexico, Nicaragua and Paraguay) and the technical support of the Centre of Reference for Disaster Preparedness (CREPD) and the Zone office have been developing since October 2010. This module or specialization in psychosocial support for volunteers provides the basic knowledge, techniques and tools for the development of volunteer skills in the use of psychosocial support in the context of different stages of a disaster or crisis. During the reporting period the documents prepared and the methodological design of the course by National Societies has been under technical revision. The validation of the course is programmed to take place in a pilot course in August 2011.

Community health: Community health activities, financed by the appeal with contributions from Japanese Red Cross Society, complement the fishing livelihoods project, which distributes boats and engines to fisherfolk affected by the tsunami in the regions of Maule and Bio Bio. Through these activities, CRCh seeks to work with communities, providing community strategies in the area of health, social wellbeing and risk management that allow them to improve their lives.

The activities, which are responsibility of the CRCh health area, propose reaching the goal of 25 fishing communities (locations on the coast where fisherfolk live) where approximately 2,000 people live. Between the months of March and May, the project coordinator visited each fishing community with the aim of contacting local leaders and directors of the Red Cross branches close to the beneficiary communities. The branches of Lota, Tome, Concepcion, Cañete, Coelemu and Constitucion in the Bio Bio region and the Curico branch in the Maule region were visited. During the visits information was provided about the activities and the contribution that these branches could



CBHFA course in the Maule region. Source: CRCh

make to the communities through the planned actions. As a result, from 20-22 May the first community-based health and first aid (CBHFA) “in action” was held in the town of Concepcion, Bio Bio region. A total of 25 volunteers from the previously visited branches participated in the course and formed the first working group responsible for visiting the fishing communities to carry out assessments and work with each community. The first group of fishing communities where these volunteers will work will be: Lirquen, Cerro Verde, El Soldado, Perone and Los Bagres.

Water, sanitation and hygiene promotion

Outcome: The health of affected communities is improved through the provision of clean water, basic sanitation and hygiene promotion.

Outputs	Activities planned
Up to 10,000 households have access to safe water and take part in community-based hygiene activities.	<ul style="list-style-type: none"> • Conduct rapid emergency health, and water and sanitation needs and capacity assessments in coordination with the relevant local authorities. • Develop a strategy aimed at both beneficiaries and the community in coordination with local authorities. • Train and mobilize CRCh volunteers in water, sanitation and hygiene promotion teams using the participatory hygiene and sanitation transformation (PHAST) methodology, and a technical team for testing water. • Set up mobile water purification units or contract out water distribution trucking, to ensure safe water distribution according to SPHERE standards. • Conduct hygiene promotion activities (personal and community hygiene, solid and human waste disposal, water handling). • Offer specialised training in water, sanitation and hygiene promotion to national disaster intervention teams.

Progress: The water, sanitation and hygiene promotion programme, as part of the CRCh national health department, is currently committed to finishing the implementation of projects pending with the Swiss Red Cross and supervising activities relevant to the area within the German Red Cross project. These two projects will jointly deliver 600 individual sanitary modules to families affected in the Maule and Bio Bio regions. The totality of the bathrooms has been distributed, however the installation and connection to the potable water and sewage systems is needed, for which complementary funds from the IFRC were requested, in order to finalise the installation and functioning of the single-family modules in the communities of Bio Bio.

At the closure of this report, the project with the German Red Cross, which has worked exclusively in the Bio Bio region, has 100 sanitary modules installed and working in Lebu, 66 in Arauco and the remaining 31 were on land which were not owned by the families, making it necessary to obtain a legal statement by the beneficiaries committing to the installation of the modules once they move to their own land. The German Red Cross project of the 200 modules was then concluded.

The project with the Swiss Red Cross to distribute 400 single-family modules divided equally amongst the families in the districts of Arauco (Bio Bio) and Parral (Maule). At the closure of this report 200 modules in Parral and 158 modules in Arauco were connected and functioning. The remaining 42 will be connected during June and July, as these require the construction of the sewage systems for which the necessary contact will be made with the local authorities of Arauco.

Livelihoods

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

Outputs	Activities planned
2,500 families are actively involved in early recovery actions and benefit from livelihood support or livelihood substitution activities. Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and	<ul style="list-style-type: none"> • Assessments and participatory planning. • Selection of beneficiaries. • Provision of alternative livelihood inputs such as seeds, fertilizer, pest control kits, tool kits and machinery, through direct distribution or through the distribution of debit cards/vouchers for the purchase of products. • Vocational and technical skills training, and support for re-establishing small businesses. • Identification of key sectors (i.e. small-scale cooperatives or

recover economically.	neighbourhood groups dedicated to agricultural production or commerce). <ul style="list-style-type: none"> • Training and capacity building for CRCh staff and volunteers to enable them to implement this programme and integrate it with other areas (shelter, comprehensive healthcare, etc).
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Progress: The CRCh livelihoods area has focused activities on two projects that are working on sustainability in communities, these are: development and recovery of livelihoods in agricultural communities; and the recovery of work inputs (boats and engines) of fishing communities.

Project to improve agricultural livelihoods



A Chilean Red Cross volunteer conducted a survey to a community member from the Coelumu comuna, Bío Bío region. Source: CRCh.

The agricultural livelihoods project, financed with funds from this appeal, aims to benefit 2,500 families dedicated to agriculture in the Bio Bio and Maule regions. During March, an assessment was carried out of the beneficiaries in the towns of Sagrada Familia, Hualañe, San Carlos and Coelemu, all in the Bio Bio region, with the support of volunteers from branches in the area. This assessment allowed for the selection of agricultural families that will benefit from some of the 2,000 kits of vegetable seeds and protection kits for agricultural work. Among the four communities, surveys were carried out with a total of 258 families, which were then processed in April and May. At closure of this report, adding on to the surveys already carried out, a total of 1,095 surveys had been processed and tabulated.

In community projects to date, equipment has been distributed to 9 beekeeping families in Cauquenes, in the Maule region, and the design of a community garden has begun for 55 families from the 12 de Abril camp in Arauco, in the Bio Bio region.

Two coordinators have been hired to support and coordinate activities carried out by volunteers in the field, one for the Bio Bio region and one for the Maule region. Two tenders were published in April for these positions, in the local newspapers of the respective regions. At the end of May the selection took place of an agricultural engineer for Bio Bio and Maule and an agricultural technician exclusively for the Maule region. Both coordinators began functions at the beginning of June.

ReD agricultural card: The creation of a ReD agricultural card is being planned, the same as the ReD construction card, as a complementary benefit for agricultural communities. The confirmation of the costs, beneficiary numbers and companies involved in the alliance will be confirmed in the coming months, after the official approval

by the IFRC.

Project to improve livelihoods in fishing

The project for fishing livelihoods, bilaterally financed by the Japanese Red Cross, seeks to recover livelihoods of fisherfolk who lost their boats in the tsunami, through the distribution of boats and engines. By 28 March, 23 boats and 49 engines had been distributed to fisherfolk in fishing communities in the Bio Bio and Maule regions. The remaining 29 boats and 6 engines will be distributed to beneficiaries in the coming months.

Also in the month of March, a tender was published for the acquisition of 72 outboard motors, won by three different companies, and the purchase of a pick-up truck was also put up for tender, to be used in the second part of the project. In total, it is expected that the project will benefit some 160 fishing communities.

Strengthening community health: To complement this project in an integrated way, the Japanese Red Cross Society, through the IFRC, is implementing a community-strengthening project in beneficiary fishing communities. This project involves improving the quality of life in communities, providing tools in the areas of health, risk reduction and social well-being. During the reporting period the community health coordinator visited fishing communities in the Bio Bio region in order to inform branches about the project and commit their participation. In addition, in May training was held for volunteers in CBHFA (community first aid) and VCA together with the health department.

Disaster preparedness and risk reduction

Outcome: The risks associated with future disasters are reduced through strengthening of disaster management mechanisms, carrying out national contingency planning, and undertaking volunteer training using International Federation tools so that knowledge can be replicated with community-based groups and institutions.

Outputs	Activities planned
<p>The CRCh has increased the role of disaster preparedness and risk reduction (DRR) in its programming and Institutional strategy.</p> <p>3,000 households vulnerable to natural risks establish early warning systems linked to broader systems to monitor disaster and climate-related risk, through workshops, micro-projects, simulation, training and awareness raising.</p> <p>Volunteer and staff capacity to deliver sustainable DRR programming is enhanced through workshops and training courses.</p>	<ul style="list-style-type: none"> Review the CRCh response plan, including coordination with the government's national response plan. Work with local and national civil defence institutions to promote the creation of coordination mechanisms. Develop a group of DRR trainers who can replicate knowledge at branch and community levels. Identify risks and effective early warning systems. Implement a pilot project of DRR training in selected communities, building on lessons learned from other disasters to ensure sustainability. Train CRCh volunteers and staff in DRR tools and methodologies. Train National Intervention Teams in the areas of health in emergencies, epidemic control, as well as water, sanitation and hygiene promotion.

Progress: the CRCh Disaster Risk Reduction (DRR) programme has been working on forming bases to establish risk reduction protocols to be applied at the national level. At the same time it aims for these protocols to become permanent reference documents for future Chilean Red Cross programmes and projects.

The previous Operations Update mentioned the creation and printing of the "basic volunteer guide", financed by the appeal. This manual standardises risk management protocols. During January and February 2011, the guide was disseminated amongst 117 volunteers from the Maule and Bio Bio regions. In the months covered by this report, three further workshops took place, bilaterally financed by the DIPECHO project, where 58 volunteers were trained from the north of the country.

The module on social micro-projects of the It's Better to Prevent series is being adapted to the Chilean context, also with financial support of the appeal. The document consists of a series of risk management, health and volunteering tools, which will be given to branches and communities where interventions will take place.

Strengthening of the National Society

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

Outputs	Activities planned
<p>The CRCh governance structure is strengthened to provide improved National Society and social leadership.</p>	<ul style="list-style-type: none"> Analyse the current state of the CRCh including a strategic planning process and national and local response systems.

<p>The CRCh management structure (administrative, financial and human resources procedures) is improved and better organized.</p> <p>The CRCh has reinforced its corps of active, trained volunteers.</p> <p>The CRCh has positioned itself and highlighted both its own and the Movement's actions and principles with the media, donors and business partners.</p> <p>Twenty-three CRCh branches have been repaired and fixed.</p> <p>Branches in the affected regions have access to radio, satellite and internet communication systems to facilitate communication with CRCh national headquarters and other branches.</p>	<ul style="list-style-type: none"> • Strengthen administrative and financial procedures. • Revise the CRCh Strategic Plan and the 2011-2012 operational plan. • Develop and revise CRCh job descriptions for both staff and volunteers. • Update and maintain the national volunteer register. • Establish standardized volunteer training. • Ensure effective management of new volunteers and incorporate them in the relief operation. • Develop information materials to provide information on a regular basis to various stakeholders. • Improve CRCh communications materials (web page, magazine, and other printed and virtual materials) to better reflect the actions of CRCh volunteers, sister National Societies and the International Movement in this operation and in general. • Provide initial and on-going training for the establishment of an IT/Telecom team in selected branches and at national headquarters. • Install and ensure the proper use of IT equipment by CRCh volunteers.
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Progress: One of the most important objectives within the Chile earthquake operation 2010 lies in institutional strengthening. The earthquake exposed the urgent need to prepare the CRCh in the event of future disasters. This objective is being worked on through the improvement of four fundamental areas: organizational development, improvement of infrastructure, the implementation of an integrated information network and the development of volunteering.

Organizational development: in recent months the national department of development has put into practice the new operational plan 2011-2012, through the creation in March, of a Planning, Monitoring, Evaluation and Reporting (PMER) team. This team is in charge of monitoring the actions that comprise the operational plan, through the application of a monitoring table, in which the national directors report monthly on programmed activities within each area and the level of progress made. With this new system, it is expected that a monthly reporting methodology will be internalised, which will enable the analysis of the organisation's situation in the fulfilment of the proposed objectives in the operational plan, transforming it into a management and decision-making tool. As a result, in April, for the first time, a monitoring report was developed entirely by the National Society. Through this report, corrective actions and solutions were highlighted, to be applied in the coming months to avoid delays in the implementation of planned activities.

In addition, meetings were held with all areas of CRCh to implement a financial control system, which will go hand in hand with the monitoring report presented. By updating the availability of each budget line and revising corresponding planning, more information can be provided to each area of the National Society. In this sense, the National Society's empowerment to face new challenges with modern tools to determine actions will increase in the medium term.

Likewise, the national human resources department participates in organizational development through improvements at the staff level. In March and April all personnel contracts of staff that had newly joined to work on the Chile Earthquake Operation 2010, were made official and additional costs of provisional insurance and healthcare were covered by the operation funds.

Ensuring continuity to the first survey carried out on the working environment undertaken in October 2010, in May the national human resources department started planning performance appraisals of all remunerated staff based in the headquarters, to be carried out in June. The aim of this activity is to improve evaluated personnel capacities.

Improvement of infrastructure: Complementing institutional strengthening together with increasing capacities of volunteers and remunerated personnel, the improvement of the physical and technological conditions of the Chilean Red Cross premises is a necessity. The main progress made in March, April and May includes:

Activity	Location
Evaluation and tender of branch needs	Molina and Parral branch (Maule region)
Finalization of branch repairs	Lebú, Penco and Coelemu branches (Bio Bio region)
Refurbishment and repair of headquarters, setting up new offices and purchase of furniture.	Headquarters (Metropolitan region of Santiago)
Continued work in the Seminario warehouse	Central warehouse, Providencia (Metropolitan region of Santiago)
Reparation work on the "Paso Nevado refuge" training centre begins	Maule region

As a result of the large quantity of new equipment connected and the implementation of new technologies, the connectivity of the network in the headquarters was extended. The information technology (IT) team is finalising the new internal network in the headquarters, which will allow for internet and intranet services which are faster, stable and have greater capacity.

The IT area obtained the donation of Windows Server 2008, Windows 7 pro and Office 2010 licences from the Microsoft Corporation. These licences were installed in all computers in the headquarters. Additionally, as part of the IBM corporate social responsibility project, users in the headquarters are being trained in the use of *Lotus live* and *Sahana* software; the latter will provide specialised software to CRCh for disaster management and volunteering.

In May, with the completion of the network in headquarters and thanks to funding from the appeal, the IT area started the installation of computers in the 11 regional committees across the country, which will be connected through the *Sahana* software to respond to disasters. To date, the equipment has been installed in the regional committees of Antofagasta, Atacama-Coquimbo, Araucania and Bio Bio. Along with the installation of the computers, a "Procedure Manual for the activation of national disaster response" is being created. Both tools are helping in the creation of a national disaster response network.

At the beginning of May, CRCh also acquired a new software which will improve capacities in the analysis of financial and accounting information, provide vital data in real time for decision making, optimise payment methods to National Society staff, update and account for the institutions fixed assets and contribute to the command board, which is essential for management. During May, CRCh finished training in the new software with finance and human resource staff, which is expected to be implemented in June.

Volunteering: During February, March and April a national volunteer survey was carried out in order to achieve a real vision of the true capacities in terms of numbers, availability and preparation levels of CRCh volunteers. A public tender was executed in May, including personnel to process the surveys (digitalisation) and a volunteer coordinator. The volunteer coordinator will also be in charge of implementing procedures to attract and retain volunteers.

Telecommunications

The telecommunications area continues working to unite the CRCh within a HF and VHF radio communications network at the national level. In April, work was carried out to connect the south of Chile with the headquarters. For this, coverage analysis was carried out in the Metropolitan region and the O'Higgins region, and later the VHF radios were connected to the branches of Buin, Nuñoa, La Reina, La Florida and El Monte in the Metropolitan region. In addition, VHF equipment was installed in all CRCh vehicles.

In May a relay station was installed in the regions of Bio Bio and Araucania and the installation of HF equipment began in the regional committee of Antofagasta and the branches of Arica and Iquique in the north of the country.

In order to operate this new complex radio communications system it is necessary to have trained volunteers. For this, CRCh is carrying out specific training in telecommunications. The first course was carried out from 30 May to 1 June in the regional committee of Bio Bio, in which 9 volunteers participated from the Bio Bio regional committee, 2 from Los Rios committee and 1 from the Araucania committee. The course taught basic knowledge in electricity, frequency types, use of lateral bands, equipment programming and protocols to follow

in emergencies. After the training an installation exercise was carried out with equipment and an antenna in the district of San Pedro de la Paz.

Logistics

The CRCh national logistics department (NLD) coordinates all of the operation actions that involve the acquisition of new products and services, travel coordination, storing materials and vehicle fleet management. The support of IFRC and PNS through the earthquake operation has been key for strengthening this national department.

As part of the renewal of the CRCh vehicle fleet, in May the NLD acquired three 4x4 vehicles to support activities in the field. One of these vehicles was acquired through the appeal and the other 2 were acquired through the bilateral projects with American Red Cross and the Japanese Red Cross Society. Once the projects come to an end, these vehicles will belong to the CRCh.

In addition, during April and May the NLD carried out inventories of the warehouses of La Pintana and Maria Luisa Torres. Currently this national department is installing a Logistics Inventory and Control (LOGIC) system to manage warehouses, designed by the IFRC, which will facilitate the administration of the CRCh inventory.



Volunteers in the telecommunications course, installing equipment in the field, in the district of San Pedro de la Paz, Bio Bio region. Source: CRCh.

Communications – Advocacy and Public Information

The main activities carried out by the CRCh national communications department during March to May were:

Lessons learned workshop – 4 and 5 March: A year after the earthquake, a seminar was held on lessons learned organised together with the IFRC. All representatives of the National Societies that collaborated during the emergency were invited, as well as IFRC directors and delegates in the Americas.

A photographic exhibition was presented alongside the lessons learned workshop entitled “*Red Cross: unedited images on the earthquake*”. The exhibition was open for the public and was presented in the consistorial patio of the Santiago municipality. For more information visit the Chilean Red Cross website: <http://www.cruzroja.cl/seminario/>

“Give back to Japan” campaign – 18 March: As a result of the 9.1 grade earthquake that affected Japan on 11 March, the national communications department started a campaign Give Back to Japan (Vuelta de Mano a Japon in Spanish). The campaign was widely accepted amongst the general public and the media, which also allowed for visibility of all the work carried out by the Chilean Red Cross to support those affected by the earthquake and tsunami.

“My School, My Second Home” campaign – 24 March: In Chile schools start classes in March after two months of summer holidays. CRCh took advantage of the occasion to launch a hygiene and prevention campaign, with the aim of creating and strengthening hygiene habits to prevent infectious diseases in schools.

World Red Cross Day and national collection - 5 and 6 May: A formal assembly was held on 5 May to celebrate the World Red Cross and Red Crescent Day. More than 400 people from CRCh assisted, as well as Chilean government authorities and public figures from the national scene. The following day a national collection was carried out. Both events had broad coverage in the press, in particular on the Megavision television channel. These activities helped provide visibility for Chilean Red Cross work and to promote the Movement's Fundamental Principles and Values.

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 vision of the International Federation 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 work of the International Federation is guided by Strategy 2010, which establishes three strategic objectives:

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

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