

Emergency appeal



International Federation
of Red Cross and Red Crescent Societies

Chile: Earthquake

Emergency appeal n° MDRCL006
GLIDE EQ-2010-000034-CHL
10 March 2010

This Emergency Appeal seeks Swiss Francs 13,086,822 (US Dollars 12,898,800 or Euros 9,446,740) to support the Chilean Red Cross (CRC) to provide non-food items to 10,000 families (50,000 people), emergency and/or transitional 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).

Appeal coverage: Current appeal coverage, stands at approximately 37.4%. Current updates on appeal coverage are available from the donor response report on the International Federation website.

Appeal history:

- On 27 February 2010, Swiss Francs 300,000 (US Dollars 279,350 or Euros 204,989) was allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross (CRC) to initiate the response and deliver immediate relief items for 3,000 families. Unearmarked funds to repay DREF are encouraged.
- On 2 March 2010, a Preliminary Emergency Appeal was launched for Swiss Francs 7m (US Dollars 6.4m or Euros 4.7m) in cash, kind, or services to support the Chilean Red Cross to assist some 15,000 families (75,000 people) for 6 months.
- This Emergency Appeal seeks Swiss Francs 13,086,822 (US Dollars 12,898,800 or Euros 9,446,740) 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 up to 90,000 people, and water and sanitation for up to 10,000 people.

Summary:

In the ten days since the 27 February 2010 earthquake and tsunami in Chile, over 200 subsequent aftershocks have continued to shake damaged buildings and infrastructure. Whilst they mourn the loss of 528 lives, the Chilean people steadfastly are responding to emergency needs and laying the foundations to rebuild damaged homes and public infrastructure. Although the Chilean government has restored electricity and water in many regions, the people in the hardest hit areas face challenges to obtain full access to these basic services. The reopening of some of the country's main thoroughfares has begun in a government-sponsored effort to ensure connections between regions. The National Office of Emergencies and Information (ONEMI) coordinates the State relief response and provides guidance to national and international aid organizations offering emergency assistance.

The Chilean Red Cross has been responding to the emergency needs of affected people since the first day. CRC volunteers and staff, with other Movement members, currently are active in the hardest hit



Chilean Red Cross volunteers carrying out assessments in Talcahuano. Photo source: Alex Fabian Ramirez/ Chilean Red Cross

regions of Maule (VII Region) and Biobío (VIII Region). Guiding the Movement response, CRC volunteers and staff are implementing essential emergency relief activities and planning for early recovery actions. Since 28 February 2010, at least 59 Movement international staff and volunteers (International Federation, including the Pan American Disaster Response Unit [PADRU], sister National Societies and the International Committee of the Red Cross) have, or are, contributing to this appeal's objectives in different regions of the country.

The International Federation Secretary General conducted a three-day visit to Chile starting on 7 March 2010. In addition to visiting Talca and flying over the tsunami-affected coastal regions, he has met with the Chilean president and government officials, interagency partners as well as the Chilean Red Cross volunteers and staff which are at the backbone of this operation.

Combined initial assessments conducted by CRC National Intervention Teams, CRC volunteers, German Red Cross, Swiss Red Cross, Spanish RC, ICRC and International Federation, including PADRU, have permitted a general identification of the humanitarian needs of the earthquake affected population. Health, emergency and transitional shelter solutions and water and sanitation continue to be high priorities. This Appeal responds to these needs, as well as establishing an objective to provide support to livelihoods. The strengthening of the National Society in an integrated focus on governance, management, volunteer and communication structures is cross-cutting to all the objectives. The CRC also will receive support to reinforce their disaster preparedness and risk reduction work.

This Appeal is based on the CRC Plan of Action for this Operation and revises the preliminary appeal objectives to increase people reached by the CRC and other Movement members' actions. This Revised Emergency Appeal will support the CRC to provide non food items to 10,000 families (50,000 people). Ten thousand families will receive emergency and/or transitional shelter solutions. Preventative health care will be provided for at least 90,000 people. Water and sanitation activities will provide clean water for 10,000 people daily.

The International Federation offers its sincere gratitude to the National Societies, individual and institutional donors that have contributed to this Appeal. Their support contributes to achieving this Appeal's objectives and is in line with the Movement's strategic aim to save lives, protect livelihoods, and strengthen recovery from disasters.

[*<click here to view the attached Emergency Appeal Budget and map; or here to view contact details>*](#)

The situation

Over a week and half since the 8.8 magnitude earthquake struck Chile on 27 February 2010, the Chilean population continues to respond to emergency needs. With its epicentre located 115 kilometres northeast of Concepción, the earthquake and successive tsunami caused hundreds of deaths and serious damage to homes and other infrastructure, primarily in Maule (VII Region) and Biobío (VIII Region). Over 200 aftershocks have been registered in the past 10 days. On 5 March 2010, two strong aftershocks measuring 4.7 and 6.6 Mw were felt, thus heightening panic in the already affected population.

While the exact human toll of this disaster remains to be determined, government figures from 7 March 2010 report 528 deaths. The variation from earlier figures is due to a change in the counting methodology employed in previous estimates. Future government figures will be based on the number of fully-identified victims and are projected to rise with the positive identification of victims. The tsunami waves that spread across 500 kilometres of the Chilean coast contributed to the majority of deaths.

Assessments have not yet allowed for exact figures regarding damaged infrastructure, although the first-hand land and air surveys of the affected regions demonstrate the serious impact on infrastructure. Adobe structures have been most affected. In the regions of Maule and Biobío at least 500,000 homes have been damaged or destroyed.

The Chilean government is committed to repairing the principal transportation infrastructure which some sources estimate to include approximately 20 collapsed bridges and damage to 100 kilometres of roads. In some roads, land transport only is possible with all-terrain vehicles. The Chilean Civil Aeronautics Directorate announced on 5 March 2010 that all international flights will resume 24-hour operations. While assessments of roads and bridges continue, the government has prioritized re-opening of major roads to guarantee connectivity to affected regions. The country's principal ports are functioning.

Water services are slowly becoming more available with ongoing repairs to damaged water pipes and water distribution trucks. The water supply has been gradually restored to the regions of metropolitan Santiago, Valparaíso (V region) and the majority of O'Higgins (VI region). Water supply has been reinstated for the majority in the Maule Region, with the exception of most-affected city of Constitución where water is being provided through tankers to at least 25 per cent of town residents; the need for regular access to safe water in this city remains high. In the Biobío Region, several communities remain without functioning water systems, including the towns of Dichato, Carampangue, and Cobquecura. Electricity, water and internet have been restored in Concepción. Electricity recovery is now at approximately 90 per cent in the affected areas. The telephone system is still not fully stabilized. According to the private telephone company, Ericsson, global system for mobile (GSM) communication towers are functioning at 19 per cent in Biobío, 22 per cent in Maule and close to 70 per cent in Santiago and Valparaíso.

In the efforts to ensure public safety in earthquake-affected regions, curfews (generally from 9 pm to 6 am) remain in place.

The Chilean government initially requested international assistance for field hospitals, emergency shelters (tents), electric generators and water. As the State body responsible for the prevention, organization, coordination and information in disasters, the National Office of Emergencies and Information (*Oficina Nacional de Emergencias e Información* - ONEMI) is leading the relief response. The National Director of ONEMI is working from the Biobío region to better coordinate the State's comprehensive response from the field. As of 5 March 2010, ONEMI has sent more than 252 tonnes of aid (food and non food items including housing materials) to Concepción for distribution in the most affected areas in the Maule and Biobío regions. The Chilean Armed Forces has established field hospitals in Talca, Curicó, Chillán and Curanilahue.

The Chilean President met with the International Federation Secretary General, Americas Zone Director and the CRC President on 7 March 2010. In this important meeting with the Head of State, and on the heels of a similar one with the Minister of Health this past week, the CRC and the International Federation expressed their commitment to coordinating with the government so as to better respond to the country's immediate and long-term needs and define the priority areas (health, emergency shelters and water and sanitation). The Secretary General reiterated the International Federation and combined Movement technical assistance for emergency and transitional shelter solutions, support with tents and aid for livelihood activities. The Chilean President acknowledged the work of the Red Cross Red Crescent Movement.

The president elect, scheduled to assume the presidency on 11 March 2010, has announced that his government plan will focus on reconstruction.

Coordination and partnerships

The relations between the CRC and the ONEMI are excellent, in full compliance of respective mandates, thus optimising the benefit for the affected population. The effective coordination both at national level and in the field has reinforced a strong positioning of the CRC as a humanitarian actor and has contributed to avoiding duplication and delays in assistance.

As mentioned, the International Federation Secretary General is conducting a visit to Chile between 7 and 10 March 2010. On his first day in the country, he met with the Chilean President, the Chilean Red Cross President and the International Federation's Director of Zone. The Secretary General visited Talca and flew over the tsunami-affected coastal regions. Plans also include his meeting with CRC volunteers and staff, government officials and interagency partners.

Since the arrival of the International Federation Regional Representative for the Southern Cone in country the day after the earthquake, Movement members have been supporting the CRC-led relief efforts. In addition to the committed volunteers and staff of the CRC, since 28 February 2010, at least 59 Movement international staff and volunteers (secretariat staff, including members of PADRU, as well as sister National Societies and

the ICRC) are contributing to this effort in different regions of the country. The International Federation secretariat provided support for the CRC's drawing up of the Plan for Action which guides this operation.

The ICRC is currently supporting the CRC with a focus on the re-establishment of family links (RFL). If necessary, it will expand its work to support needs in detention centres and in regions where in the past it had worked in partnership with CRC branches (Temuco and Araucania). In cooperation with the CRC, the ICRC has launched a Family Links Website which allows survivors to publish names and enables family members abroad to request information about family members they would like to contact. The site is available at: <http://www.familylinks.icrc.org/chile/eng>

Following the 5 March 2010 announcement of a Central Emergency Response Fund (CERF) allocation of up to US Dollars 10 million, UNICEF, PAHO/WHO, IOM, ECLAC, UNESCO, UNDP and FAO are currently drafting CERF project proposals. Priorities are health, water and sanitation, emergency shelter, education and emergency telecommunications.

The CRC and International Federation are coordinating with other institutions and organizations involved in humanitarian aid; meetings have been held with NGOs and the United Nations system. This coordination is vital in the early stages to avoid overlap and to ensure standardization in response and its quality, guaranteeing dignified humanitarian action in accordance with the needs of the affected Chilean population. In order to achieve this, alliances and associations are being considered with these organizations to maximize efforts and complement actions.



Spanish BCH-ERU installed in Gualañe. Photo source: Gema Arranz/ Spanish Red Cross

Red Cross and Red Crescent action

Immediately following the 27 February 2010 earthquake and tsunami, the Chilean Red Cross activated its emergency response mechanism, which includes a specialized office to centralize and coordinate strategy and actions. The CRC has previous experience in natural disasters. National Intervention Teams (NITs), volunteers and staff continue implementing relief actions to respond to needs in different regions of the country. As of 8 March 2010, the CRC announced that there are 2,500 active volunteers and 30,000 requests have been received to become a volunteer with the National Society.

In the affected areas, the CRC branch in Concepción has mobilized 20 volunteers and is in the process of enlisting 30 others. The branch has hired extra staff to support current needs. The Concepción branch also is forming a logistics team, looking for warehouse facilities for relief supplies and organizing trainings on Red Cross Red Crescent methodologies.

The Chilean Red Cross, the IFRC and the risk reduction coordinator of the local branch in Talca are closely coordinating the restoration of the Talca branch. The local branch at Talca has mobilized 26 volunteers to assist with the need assessments and relief distribution. Despite the challenges to establish communication with the 43 CRC branches (29 in Biobío and 14 in Maule) in the affected regions, the CRC volunteers continue to be the backbone of this operation.

The needs

Combined initial assessments conducted by CRC National Intervention Teams, CRC volunteers, the German Red Cross, the Swiss Red Cross, Spanish RC, ICRC and the International Federation, including PADRU, have permitted a general identification of the humanitarian needs of the earthquake affected population. The CRC Plan of Action, established for twelve months, focuses on relief and early recovery actions. Given the changing context—including the ongoing assessments by State and non-State institutions—the objectives guide the CRC and other Movement members' strategy over the course of this operation. This operation will

provide relief items (non-food items), safe water, emergency and transitional shelter, health care with a focus on community-based health clinics for medical attention, psycho-social support, and preventive health care at community level, and livelihoods support activities for the most affected populations. The strengthening of the National Society's capacities, as well as disaster preparedness and disaster risk reduction actions implemented by the CRC, are cross-cutting to all of the objectives.

This operation provides humanitarian assistance to the most vulnerable groups. The CRC has prioritized households affected by the disaster who have limited financial resources to respond to this disaster. Preference, and attention to their particular needs, will be given to people living in urban and rural locations on the coast and in-land whose homes were destroyed or damaged during and following the 27 February 2010 earthquake and tsunami. Families who have lost their livelihoods, particularly vulnerable groups such as single-parent households, those including elderly people, people with disabilities and/or five or more small children will be prioritized. The CRC guides its actions based on the quality of services offered to beneficiaries and a comprehensive response which combines different action areas. Relief distributions will be based on need, participatory, equitable and community-centred.

The proposed operation

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"> • Conduct rapid emergency needs and capacity assessments. • Develop a beneficiary targeting strategy and a registration system to deliver intended assistance. • Distribute relief supplies and control supply movements from point of dispatch to end user. • Monitor and evaluate the relief activities and provide reporting on relief distributions. • Develop an exit strategy.
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"> • Coordinate with other actors to receive, sort, pack and distribute food items.

This objective responds to the initial needs identified in the assessments. The CRC and International Federation will provide basic non-food items (NFIs) to 10,000 households (75,000 people) in a coordinated manner. The targeted number of households has been increased from the 3,000 families (15,000 people) proposed in the Preliminary Appeal in response to identified needs as well as a result of coordination with the Chilean governmental authorities.

Each household will receive one hygiene kit, one kitchen set, and four blankets. Under the water, sanitation and hygiene objective each of the households will receive two jerry cans. Based on the items available in country, certain items will be tendered in Chile with the aim of purchasing products from national suppliers, thus stimulating the local economy. Additionally and in combination with the cash-transfer initiatives described in the Livelihoods objective below, beneficiary families could purchase NFIs directly based on their self-defined needs.

The kitchen set contains 2 cooking pots (5 and 7 litres), a frying pan (2.5 litre), a kitchen knife, a wooden spoon, a stainless steel wire scouring pad and 5 each of the following: fork, spoon and knife. The hygiene kit contains 1 kg of laundry bar soap, 12 rolls of toilet paper, 1.3 kg bar of body soap, 5 tubes of toothpaste, 1 bottle of shampoo, 5 razors, 1 package of sanitary pads (10), 5 hand towels and 2 combs.

Additionally and outside the framework of the targeted 10,000 households of this Appeal, the German Red Cross (GRC), with the aid of different donors including the German government and ECHO, has committed to providing 5,000 other households with NFIs. The GRC currently is mobilizing blankets, hygiene kits, kitchen sets, jerry cans, water and sanitation equipment, tents and other shelter material. The German government,

with coordination from the GRC, also is supporting medical equipment as well be detailed in the emergency health objective below.

Although the details have not been fully developed, the CRC is discussing with other Movement members the feasibility of establishing a cash transfer programme which will be discussed further in the Livelihoods objective below. Used in other disasters, the International Federation has experience in cash-for-work, vouchers to purchase materials and tools and other items. This complementary action not only covers the immediate needs of the most vulnerable families, it also demonstrates the Movement's commitment to supporting the empowerment and autonomy of people affected by disasters.

Progress:

The ongoing assessments by the CRC, GRC, Swiss Red Cross and the International Federation have been essential to determining the needed quantity of NFIs and the locations where they will be distributed.

The Regional Logistics Unit (RLU) in PADRU dispatched one charter flight with non-food items from Panama to Santiago on 6 March 2010 which contained 2,696 kitchen sets, 2,661 hygiene kits, 7,000 blankets and 10,500 jerry cans. Water equipment which can be used to provide clean water daily to 7,000 people also was sent in this first dispatch. The mobilization table is updated to reflect the new objectives which will cover NFIs for 10,000 households.

The CRC currently requests monetary donations in lieu of food items. However, since the 27 February 2010 earthquake and building upon its experience in relief distributions, the CRC has been assisting other actors in the distribution of food items in Santiago metropolitan area. CRC volunteers in Santiago, in coordination with ONEMI, have been receiving, classifying and packaging food donations from the Chilean public, including private companies.

Challenges:

The International Federation staff is challenged to locate appropriate working spaces (offices, warehouses as well as lodging) in the immediate short-term so as to support the CRC-led relief actions in the Biobío and Maule regions.

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"> • Conduct rapid emergency needs and capacity assessments. • Develop a community and beneficiary targeting strategy in coordination with local authorities and institutions. • Assess the extent of the shelter needs and preferred shelter solutions, employing local suppliers when possible. • Provide appropriate emergency and transitional shelter solutions in coordination with local and regional authorities, universities, professional associations and the affected population. • Develop awareness raising activities on safe shelter and Disaster Risk Reduction (DRR) in coordination with CRC and local authorities.

This objective will guarantee that up to 10,000 households (50,000 people) have access to healthy, safe and dignified emergency or transitional shelter solutions, thus assisting in their recovery of their comprehensive well-being. This objective will be implemented with the distribution of NFIs mentioned in the relief objective, and accompanied with water, sanitation and hygiene promotion actions.

Of these 10,000 targeted households, 3,000 will receive family tents and one tarpaulin to winterize their tent. The family tent is a 16m² emergency housing solution which conforms to the recommended minimum-standard living area for five people (3.5m² per person).

The remaining 7,000 households will benefit from shelter solutions which include models for transitional shelter units and simple designs for tarpaulins and rope that can be used as emergency shelter solutions (lean-tos, reinforcement for damaged structures or other options). The CRC and International Federation have contacted national and local authorities to determine the manner to best support the transitional shelter needs. The CRC will continue to coordinate with State officials during the planning and implementation of the transitional shelter units. The projected shelter support includes a diversity of options which best fit to the local context. While still under discussion, some of the preliminary ideas include building a similar model to that created by "A roof for Chile" (*Un techo para Chile*), a social housing programme already established in country prior to the disaster. Other possibilities include working with local communities for collective debris removal and self-reconstruction. Given the indications that some of the affected people have moved with families and friends whose homes were not damaged, preference could be given to supporting these host families to enlarge their homes.

Given the urgent need for technical advice for low-cost transitional housing employing local materials, the International Federation could share its lessons learnt in other reconstruction programmes and implement transitional shelter units that could be easily reproduced. The CRC and International Federation's shelter specialists in the field are identifying potential partners for future shelter actions which could include local and regional authorities, universities, professional associations as well as the affected population. Shelter specialists will train the CRC and communities on simple designs taking into account local practices which respond to the projected needs during the upcoming winter season.

The earthquake has clearly shown the need to further develop research on earthquake resistant techniques that are affordable in the socio-economic context of the local population. The prevailing use of local building materials must be coupled with efficient techniques that mitigate the risk of destruction. This area of work will be developed in close coordination with national and local authorities, the academic world and specialist organizations. The International Federation, in cooperation with local partners, will analyze the patterns of damage and using existing publications based on similar experiences, will produce guidelines on improved self-help construction techniques.

Progress:

The CRC, the German Red Cross, Swiss Red Cross and the International Federation are closely coordinating for the most efficient and effective emergency shelter solution. Assessments in the Maule and Biobío regions are underway, focused on determining housing needs. Under CRC leadership, the GRC, the Swiss Red Cross and the International Federation have divided up the regions to be assessed so as to more efficiently determine these needs and establish a joint shelter strategy.

To date, these assessments have begun in Curicó and Talca (Maule region) and Concepción (Biobío region). The GRC is beginning new assessments in the affected regions. The Swiss Red Cross and the Swiss Agency for Development and Cooperation (COSUDE) are conducting assessments in Talca and Concepción.

The GRC and International Federation shelter delegate have started coordination for a transitional housing model.

Whilst the assessments have not yet been completed, there are some indications that a portion of the affected areas by the tsunami are second homes or vacation homes thus reducing the quantity of shelter support need in certain regions. However, the CRC and the Movement members are exploring the rural areas which might have higher immediate needs.

Challenges:

Given the different impacts related to rural or urban locations and building materials used, housing assessments are a time-consuming process. More human resources will allow the assessments to progress in a more rapid manner. The CRC branches and their volunteers in the affected regions will be essential to this process

The continuation of aftershocks over a week after the 27 February 2010 earthquake have made it more difficult to clear areas for emergency shelters, remove debris and initiate an early recovery reconstruction process.

Whilst the Chilean winter season lasts from May to September, the months of March and April mark the beginning of the colder weather. In the winter months, the temperature—depending on the altitude—in central

Chile where Maule and Biobío are located ranges from 0 to 16 degrees Celsius. The rapid implementation of emergency shelter solutions will contribute to ensuring that these are in place long before the winter season begins.

Emergency health	
Objective: 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.	
Expected Results	Activities planned
At least 90,000 people over a 12 month period have their health risks reduced through provision of preventive health care through community-based interventions.	<ul style="list-style-type: none"> • Design medium and long term programmes for volunteers using Federation standard tools and approaches (CBHFA, PHAST, epidemic control, voluntary blood donor recruitment). • Organize trainings and workshops for volunteers and communities. • Monitor and evaluate activities.
Selected affected groups and communities receiving psychosocial support have increased their resilience and coping mechanisms.	<ul style="list-style-type: none"> • Translation, local validation and reproduction of Federation PSP Toolkit • Training of CHRC volunteers in skills in community based psychosocial support and psychological first aid. • Provide psychosocial support to targeted affected groups and communities.

This revised objective better defines the comprehensive health services which Movement actors will provide to earthquake-affected people. While the medical infrastructure was affected by the earthquake and tsunami, and medical attention has been reduced, the Chilean State, including its Armed Forces, has been providing emergency medical services in several of the affected regions. This health objective will complement and enhance the State’s health services and is in line with the Ministry of Health strategy.

Basic Health Care units (BHC) will be used to make medical services available to the affected populations located in rural regions. While the incidence of disaster-related illnesses is projected to decrease over time, thus lessening curative health needs, special attention will be given to preventive community-based health care. Volunteers and targeted communities will be trained in Community-Based Health and First Aid (CBHFA), Participatory Hygiene and Sanitation Transformation (PHAST), epidemic control and voluntary non-remunerative blood donor recruitment. The implementation of these trainings at the communal level diminishes the medium- and long term health risks following the recent disaster.

Psychosocial support will be provided for selected populations to reduce their emotional agitation and strengthen their healthy coping mechanisms. This community-based support will foment collective and individual resilience in the present and future. Working together with the affected people now contributes to preventing the development of serious trauma, particularly essential in the regions where the aftershocks continue.

Progress:

The Spanish Red Cross has deployed 26 delegates to Chile to support the operation in the areas of basic health care, logistics and psychosocial support. The Spanish Red Cross Emergency Response Unit (ERU) for Basic Health Care is operational in Hualañe; it has the capacity to assist 30,000 people in basic health care needs. A five-person logistics team is in Chile; this ERU has the objective of facilitating smooth delivery of assistance to the needed areas. The SRC has deployed 10 psychosocial delegates who will start working on community-based psychosocial support soon after their arrival. The Spanish Red Cross is submitting proposals to ECHO to support the deployment of the BHC ERU and for the provision of psychosocial support.



Spanish RC BCH ERU installed in a soccer field in Hualañe Source: Gema Arranz/ Spanish Red Cross

The Japanese Red Cross Society (JRCS) has deployed eight health delegates to support in the areas of Basic Health Care in Parral (Maule region). Future Operations Updates will detail further these activities.

The Finnish Red Cross and Norwegian Red Cross are in the process of organizing and deploying their joint field hospital ERU. The field hospital is projected to be located in the city of Angol in the Araucanía (IX region). The field hospital is necessary since the city’s hospital was completely destroyed by the 27 February 2010 earthquake.

The German Minister of Foreign Affairs, in coordination with the German Red Cross, donated two dialysis machines and related equipment to the Chilean government for use in the public health facilities in the affected region.

Challenges:

Rapid health evaluations need to be undertaken in the affected regions to better guide Movement activities and contribute to their immediate implementation.

Special care needs to be taken to avoid duplicating health care actions. The CRC continues to coordinate with the Ministry of Health and ONEMI.

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"> • Conduct rapid health and water and sanitation emergency needs and capacity assessments in coordination with the relevant local authorities. • Develop a community and beneficiary targeting strategy in coordination with local authorities. • 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. • Set-up mobile water purification plants or hire water distribution trucks to dispense safe water in sufficient quality and quantity. • Conduct hygiene promotion activities (personal and community hygiene, solid and human waste disposal, water handling).

This objective has increased the projected number of beneficiaries of water and sanitation actions from 5,000 to 10,000 households.

Added to the earthquake’s destruction of water and sanitation infrastructure, the tsunami contaminated water sources and in some cases water services were suspended. Combining hygiene promotion with water and sanitation actions, this objective ensures that affected communities have access to clean water and have knowledge to better protect this vital resource and avoid the development of water-related illnesses and epidemics.

Progress:

On 6 March 2010, the RLU chartered a flight to Chile with NFIs. As mentioned above, water and sanitation materials to cover the water needs of 6,000 families also were included.

A water and sanitation delegate from the International Federation is located in Concepción. Working alongside other Movement actors to strategize and implement comprehensive and complementary relief actions, this specialist also has contact with local authorities and population contributing towards this same aim.

Challenges:

The restoration of water services continues to progress relatively rapidly in urban centres. Special efforts are being taken, including coordination with local authorities, to ensure that affected people in other areas have regular access to clean water.

CRC volunteers will be mainly responsible for the implementation of hygiene promotion activities. Although volunteer skills will be strengthened as a part of this objective, additional emphasis should be placed on locating volunteers from the affected regions who will guarantee the sustainability of this action.

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
<p>Vulnerable groups and families are actively involved in early recovery actions and benefit from livelihood support or livelihood substitution activities.</p> <p>Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and recover their economic sustenance.</p>	<ul style="list-style-type: none"> • Assessment and participatory planning. • Selection of target beneficiaries. • Delivery of livelihood substitution activities such as cash-for-work for debris clearing. • Delivery of livelihoods / income substitution activities such as unconditional cash grants, productive assets replacement, vocational and technical skills training, support for re-establishing small businesses etc. • Identify key sectors (i.e. small-scale cooperatives or groups dedicated to fishing or agricultural production) to establish a pilot programme. • Training and capacity building for CRC staff and volunteers to implement this programme and integrate it with other areas (shelter, comprehensive health care, etc.).

This objective is based on the lessons learnt in other emergency operations in the region which have demonstrated that the support for livelihoods promotes sustainability and the affected people's autonomy and empowerment. Special attention will be given to the most vulnerable sectors of society which in this disaster could include indigenous people, women and/ or people dedicated to fishing and agricultural activities.

Economic recovery is crucial both on the coast and in-land. Initial findings indicate that the coastal fishing communities were heavily affected with the loss of boats, engines and cold rooms. This is a key group with which a pilot programme could be established. The CRC and International Federation jointly are exploring the manner which cash transfers, vouchers, and other mechanisms can be established to take into account the rural, urban, coastal and/or in-land characteristics of vulnerable populations.

This objective will be fully developed during the early recovery period. Early recovery assessment activities will be included in relief assessments and progressively strengthened over the coming weeks. A key element of early response will be to seek feedback from affected communities on the appropriateness of relief items being provided. A market survey will be included in the early recovery assessment to identify which relief items are available under local production in the affected area and neighbouring regions. Bearing in mind that the affected areas are comprised of urban areas (mainly focused on services), rural agricultural areas and communities who base their livelihoods on fishing, linkages with existing community based organizations and local government authorities will be established in planning for the replacement of productive assets.

Progress:

Whilst there is no progress to report to date, assessments are providing essential information which serve as the basis for future actions towards the achievement of this objective.

Challenges:

In addition to the identification of beneficiaries and establishing projects which respond to local needs and skills, the CRC staff and volunteers will need to be supported to implement this programme. Fortunately other sister National Societies in the Americas have skills with this type of programming and systematization of some of their work exists.

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"> • Review the CRC 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 learned at the branch and community level. • Identification of hazards and effective early warning processes. • Implement a pilot project of DRR training in selected communities, building on lessons learned from other disasters to ensure sustainability. • Train CRC volunteers and staff in DRR tools and methodologies.

The lessons learnt in disaster preparedness and risk reduction have shown that risks can be mitigated and skills can be honed to avoid disasters turning into emergencies. The Movement has a plethora of experience in disaster preparedness and risk reduction actions, which include those implemented by the CRC prior to the recent earthquake. This objective reflects the constant need to strengthen skills, and broaden the CRC's actions at the community level. The CRC will improve disaster management mechanisms, drawing upon the existing tools, methodologies and other resources and work closely at the community level to decrease the impact of future disasters.

Progress:

Despite not having established activities towards this goal to date, the CRC and other Movement members present in the field, have experience on this issue. Understanding the complementary nature of DRR and humanitarian relief actions, identification of potential sites and groups to work with are underway.

Challenges:

Rather than identify potential difficulties related to knowledge and methodologies, this objective poses challenges to ensure that DRR actions are appropriate to the local context and sustainable after the end of this operation.

The sustainability of these actions also depends on coalition building between other local institutions interested in fomenting disaster preparedness and risk reduction. Building on experiences in neighbouring countries, the CRC will ensure that its DRR programme is coordinated with local and national authorities working on similar issues.

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</p>	<ul style="list-style-type: none"> • Analyze the current state of the CRC including a strategic planning process and the national and local response systems. • Strengthen administrative and financial procedures. • Modify the CRC Strategic Plan. • Develop and revise job descriptions for the CRC's salaried and volunteer human resources. • Update and maintain the national volunteer register. • Establish standardized volunteer training.

<p>resources procedures) is improved and better organized.</p> <p>The CRC has reinforced its body of 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>	<ul style="list-style-type: none"> • Ensure management of new volunteers and incorporate them in the relief operation. • Develop informative and regular information materials to different stakeholders. • 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. • Provide initial and ongoing training for the establishment of an IT/ Telecom team in selected branches and in national headquarters. • Install and implement the use of equipment by CRC volunteers.
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The strengthening of the National Society is a cross-cutting objective which will support the achievement of the other objectives. The CRC-led actions conducted over the twelve months of this operation are designed to include volunteer and staff trainings in different areas related to disaster response and management. Special emphasis will be placed on the training of National Team for Damage Assessment (EDAN in Spanish), health in emergencies (including water and sanitation and epidemic control), community-based first aid, psychosocial support and project management.

As part of the strengthening of the CRC, the communications department will be reinforced to provide information to the local, national and international media, the Movement members and donors and partners. This timely information will reflect the actions of the volunteers, the sister National Societies and the Movement in this operation and in the future. In addition to updating the web site and publishing a magazine, the CRC will strengthen the CRC communication skills by teaching about the existing communication tools and training technical support people and those who have contact with the press. The CRC plan of action in communications includes the organization of workshops and meetings of volunteers from different branches who will be responsible for this aspect of the CRC institutional strengthening, designing and implementing campaigns on "knowing how to donate" and providing visibility items for its volunteers engaged in emergency response and early recovery actions (clothing, hats and name tags). In addition to the current person responsible for communications, two part-time staff will be hired to support these activities, as well as recruiting a consultant to update the CRC web page. The Communications Officer for the Americas Zone will provide technical support as needed.

As a fundamental aspect of strengthening the National Society, this objective aims to support the growth, organizational development and infrastructure rehabilitation of the CRC branches located in the affected areas. Special attention will be given to volunteer capacity building on topics of basic institutional training and programmes, Principles and Values and HIV/ AIDS. The CRC has 29 branches in Biobío and 14 branches in Maule.

The CRC does not have its own telecommunications system, which has made it impossible to comply with the security guide for operations in the field. The CRC has four channel frequencies which reach the national level and is currently requesting five VHF frequencies. The CRC needs its own telecommunications system for this and future emergencies. The plan of action has detailed the equipment required which includes: VHF and HF base equipment, mobile VHF and HF, mobile and stationary repeaters.

The CRC still has not been able to contact all of its 50 branches in the affected regions. Whilst there are 3,000 trained volunteers in the country, the role of the volunteers from the CRC branches is crucial to conducting efficient assessments and providing basic humanitarian assistance now and early recovery support in the

future. The aforementioned training opportunities for volunteers will not only assist in the current actions but will ensure sustainability of these skills when the operation ends.

Progress:

The CRC volunteers, staff and leadership have worked tirelessly to provide humanitarian aid immediately following the 27 February 2010 earthquake and tsunami. As of 8 March 2010, the CRC announced that there are 2,500 active volunteers and 30,000 requests have been received to become a volunteer with the National Society. With the strengthening of their capacities, it is projected that CRC will participate in every sector of the emergency response operation. Efforts still continue to establish contact with all the CRC volunteers from the 43 branches (29 in Biobío and 14 in Maule) in the affected regions.

The Concepción (Biobío) branch has mobilized 20 volunteers and plans to incorporate 30 more. Extra staff has been hired to support the emergency response, including the logistics related to distributions and strengthening volunteers' skills.

The Chilean Red Cross, the IFRC and the risk reduction coordinator of the local branch in Talca jointly are planning the rehabilitation of the Talca branch. The local branch at Talca has mobilized 26 volunteers to assist with the need assessments and relief distribution. The lack of fuel, batteries and other supplies is constraining effective response activities.

The International Federation Regional Representation for the Southern Cone has been actively supporting the CRC. In addition to the regional representative, the organizational development delegate is present in Chile. At the national headquarters, additional staff in finance and communication will be hired. Actions have been identified towards the streamlining and organization of administrative and financial procedures (software, administrative procedures manual and training).

Challenges:

Communication and transportation difficulties have hindered contact with all of the branches in the affected regions. The most active branches in Concepción and Talca also have volunteers who have been affected by the recent disasters.

In addition to the financial challenges to secure the IT/ Telecommunications equipment required, the CRC will need to implement rapid training of volunteers who will be able to use this system.

Logistics

The International Federation's logistics material and human resources, particularly the capacities of the Regional Logistics Unit (RLU) for this operation, are fundamental to meet this Appeal's objectives. The logistics team has the aim to assess and establish an efficient logistic system and to create an efficient supply chain for the needs in Chile. While a concerted effort will be made to tender and purchase goods locally, the RLU may continue shipping select relief goods by air and sea to targeted distribution locations.

The CRC is receiving logistics assistance from the International Federation through a Spanish Red Cross Logistics ERU which is operational in Chile. This ERU is supporting the establishment of an efficient logistics system and the best chain supply for this operation. Currently this ERU is carrying out reception of air, sea and road freight of relief goods and arranging transportation to distributions points, as well as fomenting coordination with other key actors to ensure the best use of all information.

In light of the effort to purchase locally, donors are requested to coordinate with the RLU regarding outstanding needs and for shipping instructions and mobilization guidelines. The RLU assigns all in-kind goods with a consignment tracking number (CTN) and offers its support to procure and transport donated items.

The detailed mobilization table, available on the Federation's Disaster Management Information System (DMIS) or upon request, regularly is updated to reflect existing needs. The current mobilization table has been modified to include the new and revised objectives included in this Appeal.

Communications – Advocacy and Public information

The CRC continues to provide timely and accurate information on its relief actions to national and international institutions and media.

As mentioned above in the strengthening the national society objective, the CRC has established a communication plan that has the goal of supporting the emergency operation by providing the local, national and international media, International Movement, and donors and partners with up-to-date and concise information. This plan is the basis of current and future communication actions and will allow the CRC to publicize its actions and inform the affected population about different matters related to health, shelter, water and sanitation and other key areas.

The CRC information coordinator and the information delegate continue to respond to media requests for information and interviews. The visit by the International Federation Secretary General was reported on in the national press with interviews on TVN and *Mega Noticias*. A press conference with the Secretary General and the CRC president is planned for 9 March 2010 in Santiago. A communications officer arrived with the Secretary General to support the media needs during his time in Chile, as well as provide guidance to the CRC communications area.

The CRC has produced a motivational video (in English and Spanish) which will be available on Cumulus (the audiovisual database of the Federation) at <http://av.ifrc.org>. A new set of photos of volunteers working in a Chilean Red Cross warehouse are available and will soon be on Cumulus.

The news of the first charter flight with non-food items sent from PADRU to Chile and the installation of the Spanish Red Cross BHC in Concepción was shared with national and international media outlets.

Operations Updates and other news items (in English and Spanish) will be regularly updated on the International Federation website: www.ifrc.org. The Federation's Communications department can also supply additional information upon request.

Capacity of the National Society

The Chilean Red Cross has developed community disaster prevention education programmes in collaboration with municipalities and has participated together with the Bolivian and Peruvian Red Cross Societies in the formulation of a regional disaster preparedness and response plan. The National Society's main focus in the past has been on health activities, especially in the area of blood donation, first aid, mother and child health and with the elderly. It has trained emergency health volunteers throughout the country. The CRC has its main branches in 13 regions of the country. This Appeal has the cross-cutting objective of strengthening the National Society's skills to respond efficiently and effectively to this disaster and improve its disaster management and response capacities in the future. Additional support already has begun to reinforce the governance, management, volunteer and communication structures.

Capacity of the Federation

At field level, the IFRC team, the Chilean Red Cross and the different Partner National Societies are closely working together to assess the needs, provide direct relief response activities and ensure the most effective use of available resources.

The personnel in the field and/or currently being deployed coordinated by the International Federation include:

Red Cross Red Crescent Staff	Current Status
Relief (IFRC- American Red Cross)	In Chile (Concepción)
Health (IFRC)	In Chile (Maule)
Information Officer (IFRC)	In Chile (Santiago)
Team Leader (IFRC)	In Chile (Santiago)
RIT / Logistic (IFRC- Colombian Red Cross)	In Chile (Santiago)
Shelter (IFRC)	In Chile (Talca)
Water and Sanitation (IFRC)	In Chile (Concepción)
2 Turkish Red Crescent	In Chile
Swiss Red Cross	In Chile
Disaster Management (Finnish Red Cross)	In Chile (Santiago)

Finance (IFRC)	In Chile
Health (IFRC)	On stand-by
Information (Argentine Red Cross)	On stand-by
Japanese Red Cross Society	In Chile
Basic Health Care ERU(Japanese RC Society): 2 Administration, 3 Technicians, 1 doctor and 1 nurse	In Chile (ETA 11 March)
10 Psychosocial support (Spanish Red Cross)	In Chile
5 Logistics (Spanish Red Cross)	In Chile
14 BHC (Spanish Red Cross)	In Chile
1 Communications (Spanish Red Cross)	In Chile
Procurement (IFRC)	In Chile
IT-Tel (IFRC)	In Chile
Reporting (IFRC)	In Chile
3 IT/ Telecom and equipment (Peruvian Red Cross)	In Chile

Since 28 February 2010 to date, at least 59 Movement international staff and volunteers have been in Chile to contribute to this operation.

Budget summary

See attached budget (Annex 1) for details.

Yasemin Aysan
Under Secretary General
Disaster Response and Early Recovery Division

Bekele Geleta
Secretary General

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 \(NGOs\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

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.

Contact information

For further information specifically related to this operation please contact:

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- **In Buenos Aires:** Gustavo Ramirez, Regional Representative for the Southern Cone and Brazil; email: gustavo.ramirez@ifrc.org.
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- **In Panama:** Ilir Caushaj, Regional Logistics Coordinator, Pan American Disaster Response Unit; phone: (507) 316 001; fax: (507) 316 1082; email: ilir.caushaj@ifrc.org
 - **In Panama:** Maria Alcázar, Resource Mobilization Coordinator for the Americas; phone: (507) 380 0254; fax: (507) 317 1304; email: maria.alcazar@ifrc.org.
 - **In Geneva:** Pablo Medina, Operations Coordinator for the Americas; phone: (41) 22 730 4381; email: pablo.medina@ifrc.org.

[<Emergency appeal budget and map; or click here to return to the title page>](#)

MDRCL006 - Chile Earthquake

Multilateral	10,035,096
Emergency Response Units	3,051,726
EMERGENCY APPEAL BUDGET TOTAL	13,086,822

BUDGET SUMMARY

Budget Group	Multilateral Response	Coordinated Support (ERUs)	TOTAL BUDGET CHF
Shelter - Relief	1,216,487		1,216,487
Shelter - Transitional	2,896,398		2,896,398
Construction - Housing	0		0
Construction - Facilities / Infrastructure	0		0
Construction - Materials	200,000		200,000
Clothing & Textiles	214,548		214,548
Food	0		0
Seeds & Plants	0		0
Water & Sanitation	87,000		87,000
Medical & First Aid	425,000		425,000
Teaching Materials	0		0
Utensils & Tools	386,186		386,186
Other Supplies & Services & Cash Disbursements	257,458		257,458
ERU (Emergency Response Units)	0	3,051,726	3,051,726
Total Supplies to Beneficiaries	5,683,077	3,051,726	8,734,803
Land & Buildings	0		0
Vehicles	112,638		112,638
Computer & Telecom	225,000		225,000
Office/Household Furniture & Equipment	20,000		20,000
Medical Equipment	0		0
Other Machinery & Equipment	0		0
Total Land, vehicles & equipment	357,638	0	357,638
Storage	64,364		64,364
Distribution & Monitoring	482,733		482,733
Transport & Vehicle Costs	193,093		193,093
Total Transport & Storage	740,190	0	740,190
International Staff	531,600		531,600
Regionally Deployed Staff	482,733		482,733
National Staff	45,000		45,000
National Society Staff	586,186		586,186
Other Staff benefits	0		0
Consultants	25,000		25,000
Total Personnel	1,670,519	0	1,670,519
Workshops & Training	321,822		321,822
Total Workshops & Training	321,822	0	321,822
Travel	134,093		134,093
Information & Public Relation	118,001		118,001
Office Costs	133,556		133,556
Communications	128,729		128,729
Professional Fees	0		0
Financial Charges	50,000		50,000
Other General Expenses	0		0
Total General Expenditure	564,379	0	564,379
Cash Transfers to National Societies	0		0
Cash Transfers to 3rd parties	0		0
Total Contributions & Transfers	0	0	0
Program Support	612,471	0	612,471
Total Programme Support	612,471	0	612,471
Services & Recoveries	85,000		85,000
Shared Services	0		0
Total Services	85,000	0	85,000
TOTAL BUDGET	10,035,096	3,051,726	13,086,822
Available Resources			
Multilateral Contributions	1,839,156		1,839,156
ERUs contributions		3,051,726	3,051,726
TOTAL AVAILABLE RESOURCES	1,839,156	3,051,726	4,890,882
NET EMERGENCY APPEAL NEEDS	8,195,940	0	8,195,940



Chile: Earthquake

