

DREF operation final report



International Federation
of Red Cross and Red Crescent Societies

Chile: Volcanic Eruption

DREF operation n° MDRCL003
GLIDE No. VO-2008-000056-CHL
29 May 2009

The International Federation's Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of national societies to respond to disasters.

Summary: CHF 75,000 (USD 72,115 or EUR 46,439) was allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross (CRC) in delivering immediate assistance to some 5,000 beneficiaries.

On 2 May 2008, the Chaiten Volcano entered an eruptive phase after being inactive for many years. The volcanic activity displaced 8,000 people to the cities of Puerto Montt, Ancud and Castro located in the Lake Region in Chile. A red alert was declared in the communities surrounding the volcano.



CRC volunteers waiting to receive the displaced families. Source: La Tercera newspaper

The DREF funds were used to aid the most affected people, by providing 1,000 cleaning kits and psychosocial support to assist them in the re-establishment of their daily activities.

The Netherlands Red Cross contributed CHF 75,000 to the DREF in replenishment of the allocation made for this operation. The major donors to the DREF are the Irish, Italian, Netherlands and Norwegian governments and ECHO. Details of all donors can be found on <http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

[<Click here for the final financial report, or here to view contact details>](#)

The situation

The Chaitén Volcano, located 1,223 km south of the Chilean capital Santiago, started to erupt on 2 May 2008, spewing molten rock and ash after being inactive for 9,000 years, according to the National Service of Geology and Mining. The event forced approximately 8,000 people living in a 48 km. radius out of their homes to the neighbouring towns of Puerto Montt, Ancud and Castro.

On 10 May, the Minister of the Interior announced additional evacuations in adjacent communities due to the increasing volcanic activity. Public temporary shelters provided refuge and covered the essential needs of the people evacuated for 10 days. The Minister informed a series of medium and long-term emergency measures were going to be implemented for the following months in the province of Palena. These measures included the distribution of vouchers to the people who had lost their livestock due to the eruption. As well as, food items were distributed in the province of Palena to assist the displaced people.

The Chilean government announced the implementation of a rehabilitation plan to initiate reconstruction activities, inventory replacement and access to loans for small businesses in Chaiten and Futaleufu.

In addition, for the rest of the affected people, the government distributed vouchers for USD 800 per family. These vouchers will assist the families in repairing their homes, paying rent and replacing lost items, amongst others.

The government granted scholarships for the people who lost their jobs and university students in Chaiten, providing additional support to the affected families.. Moreover, the Ministry of Education increased capacity in primary and middle schools around the country so students in the affected areas would not get behind in their studies.

Since the emergency, the Chaiten Volcano has been constantly monitored, although it is very difficult to predict the scale and frequency of its volcanic activity. People that were evacuated will not be able to return to their homes as the area has been declared not safe. Local authorities are evaluating the possibility of transferring people permanently to Futaleufu.

Red Cross and Red Crescent action

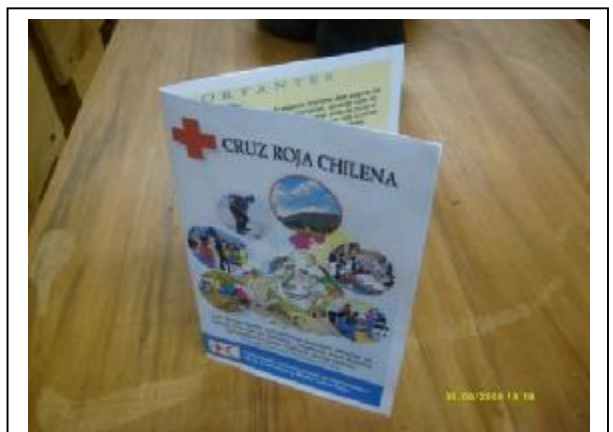
Since the beginning of the emergency, the Chilean Red Cross was present as a member of the National Commission of Civil Protection (Comisión Nacional de Protección Civil). This office is coordinated by the Ministry of Interior's National Emergency Office (Oficina Nacional de Emergencia del Ministerio del Interior, ONEMI).

CRC members completed damage and needs assessments with assistance from the Chilean government and other agencies present in the field. Other agencies provided psychosocial support to the affected people and formed an alliance with the Chilean Catholic University to clean homes affected by volcanic ash.

More than 50 volunteers from the local CRC branches of Puerto Montt, Ancud and Castro assisted the displaced people and provided basic psychosocial support. 8 CRC volunteers distributed 6,000 litres of



Distribution of hygiene kits. Source: Chilean Red Cross



Educational material distributed in Chaiten. Source: Chilean Red Cross

water and 500 hygiene kits to 500 families in Futaleufu and provided additional psychosocial support to 400 families. The volunteers also collaborated in sanitation activities in the temporary shelters

A National Intervention Team (NIT) was activated during the emergency to assist with the distribution of cleaning items and the implementation of an educational campaign. As part of the campaign, the CRC elaborated educational and awareness-raising material with safety recommendations on how to clean up homes affected by volcanic ash.

Thanks to donations received from private companies, such as Colgate/Palmolive, through a national campaign ONEMI coordinated the distribution of potable water and hygiene items to 1,000 families in the affected areas.

In addition, the DREF funds provided complementary assistance to 1,000 families that originally included hygiene items and psychosocial support. The plan of action was changed to include cleaning kits instead, as the Government distributed hygiene items, avoiding duplication of efforts.

The International Federation through its Pan American Disaster Response Unit (PADRU) and the Regional Representative for South America (which is now divided into the Regional Representation for the Andean Region and the Regional Representation for the Southern Cone) were closely monitoring the events and coordinated all response activities with the Chilean Red Cross. A Regional Intervention Team (RIT) member was deployed to support and coordinate assessment and relief activities in the area of Lincantén along with the CRC.

Progress towards objectives

Relief distributions (food and basic non-food items)

Objective: 1,000 families (5,000 beneficiaries) of the most affected people in Chaitén and Futaleufú will benefit from cleaning kits in order to maintain adequate sanitation standards.

Activities completed:

- Conduct rapid emergency needs and capacity assessments.
- Develop beneficiary targeting strategy and 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 report on the progress.

Impact:

The CRC adjusted its plan of action to distribute household cleaning kits instead of hygiene kits as it was initially stated in the DREF bulletin, since the Chilean government supplied the affected people with hygiene kits. Following this, priority was given to assist people in cleaning up their homes properly.

The items for the 1,000 cleaning kits were procured locally following International Federation's procurement standards. A total of 700 cleaning kits were distributed among the most affected families in Futaleufu and 300 cleaning kits were distributed in Puerto Montt, Castro and Ancud where the evacuees from Chaitén were housed.

The cleaning kits distributed per family contained the following items:

| Quantities per kit | Items |
|--------------------|------------------------------|
| 1 | Plastic brushes |
| 1 | Floor clothes |
| 1 | Plastic buckets with lids |
| 1 | 1 liter atomizers |
| 2 | All purpose gloves |
| 1 | Brushes to wash clothes |
| 1 | Sponges |
| 2 | Nylon trash bags |
| 5 | Disposable masks |
| 1 | All purpose liquid detergent |
| 1 | Cleaning plastic shovels |

Challenges:

The only challenge identified within this objective was the difficulty in procuring the relief items, since the local market did not have the large quantities of items and capacity of delivering on a short notice. Nevertheless, the items were procured and distributed amongst the affected people.

Emergency health

Objective: 1,000 families (5,000 beneficiaries) will have access to psychosocial support (PSP) in order to assist them in recovering from the effects of the emergency.

Activities completed:

- Training of the volunteers and psychologists in first aid psychosocial support at the community level.
- Provision of psychosocial support to the vulnerable communities and affected population.
- Monitoring and evaluation of the psychosocial support activities and reporting on progress made.

Impact:

After assessments were completed, CRC volunteers analyzed the information collected and identified people with signs and symptoms of stress. The psychosocial support was provided by seven CRC volunteers, which were trained by five expert psychologists from the Catholic Pontific University of Chile. As mentioned in the last operation update, once the volunteers were prepared in basic psychologic first aid, they were deployed to Puerto Montt with a mentor to provide psychosocial support to 150 families. This update covered a reporting period of 14 May to 22 June 2008.

The majority of the people in Puerto Montt came from Chaitén, the most affected area. Volunteers also provided psychosocial support in the zones of Ancud and Castro by visiting the houses of the relatives where affected people had found refuge, reaching the objective of assisting 1,000 families.

The people affected by the disaster demonstrated symptoms of anguish, depression, hopelessness and insomnia, amongst others. These symptoms were heightened when they were forced to leave their homes. The psychosocial support received from the CRC volunteers aided the affected people in coping with the impact the disaster had on their lives.

Challenges:

There were no challenges identified within this objective.

Conclusion

Lessons learned:

The DREF funds allowed 5,000 of the 8,000 people affected by the volcanic eruption to receive cleaning kits and psychosocial support. As a result of this DREF operation, the Chilean Red Cross acknowledges the importance of establishing pre-agreements with suppliers in order to respond swiftly in future emergencies.

The CRC developed an adequate team with the support from the Catholic Pontific University of Chile for the psychosocial support interventions. The National Society's capacity has been strengthened since there are seven volunteers adequately trained in this area. In addition, during this operation the Chilean Red Cross gained ample knowledge in deploying a National Intervention Team (NIT), therefore improving and increasing their response capacity as a humanitarian organization in the country.

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 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".

Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

Contact information

For further information specifically related to this operation please contact:

- In Chile: Nelson Garcia, Relief Director, Red Cross Society of Chile; phone: (56) 977 714 069; email: socorro@cruzroja.cl.
- In Panama: Jean Pierre Taschereau, Operations Coordinator of the Pan American Disaster Response Unit; phone: (507) 316 1001; Fax: (507) 316 1082; email: jp.taschereau@ifrc.org.
- In Panama: Ariel Kestens, Head of Pan American Disaster Response Unit; phone: (507) 316 1001; Fax: (507) 316 1082; email: ariel.kestens@ifrc.org.
- In Buenos Aires: Gustavo Ramirez, Regional Representative of the Southern Cone; email: gustavo.ramirez@ifrc.org.
- In Panama: Maria Alcázar, Resource Mobilization Coordinator; phone: (507) 380 0250; fax: (507) 317 1304; email: maria.alcazar@ifrc.org.
- In Geneva: Pablo Medina, Operations Coordinator for the Americas; email pablo.medina@ifrc.org; phone: (41) 79 2173376; fax: (41) 22 730 4300.

[<Final financial report below; click here to return to the title page>](#)

International Federation of Red Cross and Red Crescent Societies

MDRCL003 - Chile - Volcano

Final Financial Report

| Selected Parameters | |
|---------------------|---------------|
| Reporting Timeframe | 2008/5-2009/5 |
| Budget Timeframe | 2008/5-2009/5 |
| Appeal | MDRCL003 |
| Budget | APPEAL |

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

| | Goal 1: Disaster Management | Goal 2: Health and Care | Goal 3: Capacity Building | Goal 4: Principles and Values | Coordination | TOTAL |
|--------------------------------------|-----------------------------|-------------------------|---------------------------|-------------------------------|--------------|--------|
| A. Budget | 75,000 | | | | | 75,000 |
| B. Opening Balance | 0 | | | | | 0 |
| Income | | | | | | |
| <u>Other Income</u> | | | | | | |
| <i>Voluntary Income</i> | 71,611 | | | | | 71,611 |
| C5. Other Income | 71,611 | | | | | 71,611 |
| C. Total Income = SUM(C1..C5) | 71,611 | | | | | 71,611 |
| D. Total Funding = B + C | 71,611 | | | | | 71,611 |
| Appeal Coverage | 95% | | | | | 95% |

II. Balance of Funds

| | Goal 1: Disaster Management | Goal 2: Health and Care | Goal 3: Capacity Building | Goal 4: Principles and Values | Coordination | TOTAL |
|---|-----------------------------|-------------------------|---------------------------|-------------------------------|--------------|---------|
| B. Opening Balance | 0 | | | | | 0 |
| C. Income | 71,611 | | | | | 71,611 |
| E. Expenditure | -71,611 | | | | | -71,611 |
| F. Closing Balance = (B + C + E) | 0 | | | | | 0 |

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|---------------------|---------------|
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III. Budget Analysis / Breakdown of Expenditure

| Account Groups | Budget | Expenditure | | | | | TOTAL | Variance |
|---------------------------------------|---------------|-----------------------------|-------------------------|---------------------------|-------------------------------|---------------|---------------|----------|
| | | Goal 1: Disaster Management | Goal 2: Health and Care | Goal 3: Capacity Building | Goal 4: Principles and Values | Coordination | | |
| A | | | | | | | B | A - B |
| BUDGET (C) | | 75,000 | | | | | 75,000 | |
| Supplies | | | | | | | | |
| Other Supplies & Services | 26,000 | 19,772 | | | | 19,772 | 6,228 | |
| Total Supplies | 26,000 | 19,772 | | | | 19,772 | 6,228 | |
| Transport & Storage | | | | | | | | |
| Storage | | 304 | | | | 304 | -304 | |
| Distribution & Monitoring | 9,000 | 3,161 | | | | 3,161 | 5,839 | |
| Transport & Vehicle Costs | | 3,864 | | | | 3,864 | -3,864 | |
| Total Transport & Storage | 9,000 | 7,329 | | | | 7,329 | 1,671 | |
| Personnel | | | | | | | | |
| Regionally Deployed Staff | 6,240 | 3,514 | | | | 3,514 | 2,726 | |
| National Society Staff | 4,500 | 12,921 | | | | 12,921 | -8,421 | |
| Total Personnel | 10,740 | 16,435 | | | | 16,435 | -5,695 | |
| Workshops & Training | | | | | | | | |
| Workshops & Training | 11,000 | 1,451 | | | | 1,451 | 9,549 | |
| Total Workshops & Training | 11,000 | 1,451 | | | | 1,451 | 9,549 | |
| General Expenditure | | | | | | | | |
| Travel | 7,700 | 7,568 | | | | 7,568 | 132 | |
| Information & Public Relation | 2,800 | 5,084 | | | | 5,084 | -2,284 | |
| Office Costs | 885 | 3,992 | | | | 3,992 | -3,107 | |
| Communications | 1,000 | 2,572 | | | | 2,572 | -1,572 | |
| Financial Charges | 1,000 | 2,754 | | | | 2,754 | -1,754 | |
| Total General Expenditure | 13,385 | 21,970 | | | | 21,970 | -8,585 | |
| Programme Support | | | | | | | | |
| Program Support | 4,875 | 4,655 | | | | 4,655 | 220 | |
| Total Programme Support | 4,875 | 4,655 | | | | 4,655 | 220 | |
| TOTAL EXPENDITURE (D) | 75,000 | 71,611 | | | | 71,611 | 3,389 | |
| VARIANCE (C - D) | | 3,389 | | | | 3,389 | | |