This Emergency Appeal seeks a total of **2,036,967** Swiss francs to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to support the **Guatemalan Red Cross (GRC)** to deliver humanitarian assistance to **6,000 people for 12 months**, with a strong focus on health, livelihoods, disaster risk reduction and institutional capacity development. The planned response reflects the current situation and information available at this time of the evolving operation and will be adjusted based on further developments and more detailed assessments. Details are available in the Revised Emergency Plan of Action (EPoA) [click here](#).

### The disaster and the Red Cross Red Crescent response to date

- **3 and 5 June 2018**: Guatemala’s Fuego Volcano erupted.
- **6 June 2018**: 256,877 Swiss francs allocated from the IFRC’s Disaster Relief Emergency Fund (DREF) to assist 3,000 people.
- **7 June 2018**: IFRC Surge Capacity deployed – Regional Disaster Management Coordinator America and its head of the country cluster office for Central America to Guatemala, with additional surge support planned to arrive in the coming days. Formation of volcanic mudflow increases risks to already affected communities.
- **8 June 2018**: The Government of Guatemala request for International assistance.
- **11 June 2018**: IFRC issues Emergency Appeal for **2,036,967** Swiss francs for 6,000 people for 12 months.

*Photo 1: Guatemalan Red Cross volunteers are providing psychosocial support to affected families in the collective centres, after the eruption of the Fuego Volcano. Source: GRC.*
The operational strategy

Context: The Fuego Volcano, the most active volcano in Guatemala, erupted on 3 June generating a column of ash, lava, and pyroclastic flows up to 10km from the crater. The eruption affected over 1.7 million people in Sacatepéquez, Escuintla, and Chimaltenango departments, where national authorities declared the highest level of alert. At that time the authorities issued and evacuation order and some villages could be safely emptied to three emergency shelters habilitated. On Tuesday 5 June a new explosion was reported in Fuego volcano and further descent of pyroclastic lava flow led to new evacuations, injured and casualties. A new laharc (volcanic mudflow) formed on 7 June which was descending through the valleys of Santa Teresa, Mineral, and Taniluya. At time of writing, official figures are reporting 109 casualties, 58 injured and some 197 people are still missing. Some 12,407 people have been evacuated and only 4,175 of the 12,407 evacuees have been relocated to 22 official and unofficial emergency collective centres, which include churches, schools, cultural and sports centres, and town halls in the departments of Escuintla, Sacatepéquez, Santa Rosa, Guatemala, and Suchitepéquez. Over 4,000 are living in emergency shelters. Urgent shelter, health, food, and water, sanitation and hygiene promotion (WASH) needs have been identified.

The Fuego Volcano continues to be active, and the flow of lahar is likely to continue in the coming days and could be aggravated by the ongoing and forecasted rainfalls, which increase the risk of mudslides and landslides. Consequently, the affected, missing, and casualty figures are likely to increase.

Search and rescue operations are very difficult in some areas, especially in the Fuego Volcano’s foothills, due to the presence of lava and pyroclastic flow. Areas buried under ash and debris remain inaccessible, hindering attempts to accurately quantify the number of missing people. The general level of insecurity in the country should also be taken into consideration when planning operations.

Since the onset of the disaster, Guatemala Red Cross (GRC) responded through the deployment of its ambulances and emergency health teams from at least three departments to the affected areas. The National Society established at least 15 collection centres for food and non-food items including hygiene materials which are being distributed to families sheltered in evacuation centres.

Needs assessment and beneficiary selection

Water, sanitation and hygiene promotion (WASH): There is a high risk of contamination of drinking water sources, including wells, dams, catchment areas, and river system in the communities near the volcano due to the continuous fall of ash and the expulsion of debris from the eruption. With the Spanish Red Cross’ (SRC) support, the Guatemalan Red Cross (GRC) is assessing the affected communities’ water sources. This Emergency Appeal does not include water and sanitation activities because they are already covered by other organization and the Spanish Red Cross.

Health and psychosocial support (PSS) are the most urgent needs for the displaced and remaining population in high risk areas. The affected population has very high stress levels resulting from the emergency. Maternal and child care as well as assistance to people suffering from chronic diseases or pulmonary issues should be taken into consideration during the response. The GRC is conducting communication campaigns for stress management and has been providing first aid, pre-hospital care, psychological support and medical attention to the families that require assistance.

Livelihoods: The lava and pyroclastic flows destroyed and damaged the affected population’s livelihoods (crops and livestock), and it has impacted their food security and household economic security (HES), especially since the volcano affected Guatemala’s southern region, one of the country’s most critical areas for food production. Moreover, ash and lava flows are also reportedly limiting the supply of food to the evacuated communities. The most affected areas are Chimaltenango, Sacatepéquez, and Escuintla. The SRC in coordination with GRG has deployed a livelihoods specialist to carry out a detailed assessment in the coming days. The DREF allocated during the first hours of the emergency will provide for the immediate disbursement of around 168,000 Swiss francs from the overall allocation in a cash transfer programme (CTP) to protect household economic security during the first month of the emergency; those actions will be complemented with restoring livelihoods actions to the most vulnerable families. Specifics activities will be designed once the livelihoods assessment in finished.

1 Source: United Nations Office for the Coordination of Humanitarian Affairs (UN-OCHA) report, 4 June 2018.
Shelter: As mentioned above, more than 12,000 people has been evacuated, so far there is not official information related to the number of houses destroyed and partial affected. GRC has opened 15 collections centres to receive food and non-food items, including blankets, cleaning kits and cots. The Mexican Red Cross (MRC) in coordination with GRC has deployed 130 tons of humanitarian assistance from Mexico that include: 8,000 food parcels, 35,000 protection masks, 3,000 blankets, 2,000 hygiene kits, 600 sleeping bags, 800 mattresses and 200 family tents.

Gender, protection and social inclusion:
During emergencies, women throughout their life cycle are more exposed to risks especially related to gender violence. Gender violence can occur at any time, but there is a risk of increasing during emergencies due to the lack of public order, the lack or limitation of support services and the temporary disappearance of social networks. It is important to guarantee access to psychological and social assistance and support provided by public or community services. One of the ways to care for women is to ensure the presence of security personnel that prevents women from being victims of violence. In terms of gender-based violence, it is necessary to establish clear procedures and preventive measures in the evacuation centers and to continue applying these measures throughout the intervention. This Emergency Appeal includes gender-sensitive activities that are already started with the selection process and will continue along the project, including training to volunteers, families and coordination with local authorities.

Due the high number of people with needs of communication and restoring family links (RFL), the International Committee of the Red Cross (ICRC) has deployed forensic specialists to support the management of dead bodies2, in coordination with national authorities. GRC has opened the RFL services since the beginning of the operation.

National response3:
The National Coordination for Disaster Reduction (CONRED) is the agency in Guatemala in charge of preventing natural disasters, reducing their impact, and organising response by coordinating disaster relief activities. All information related to Fuego Volcano activity and heavy rains is currently being provided by the National Institute for Seismology, Volcanology, Meteorology and Hydrology (INSIVUMEH) of the CONRED. Following the 3-June eruption, the Government of Guatemala raised a national alert level for the departments of Chimaltenango, Sacatepéquez and Escuintla. CONRED has mobilised first response teams, as well as the Guatemalan Red Cross and military staff, to the departments of Escuintla, Sacatepéquez, and Chimaltenango. Some 1,200 people are carrying out search and rescue operations, as well as evacuations of the communities in affected areas4. CONRED opened temporary collective centres for those who were forced to flee. At least 21 emergency shelters were put in place, though the total population in shelters is significantly less than the total number of people evacuated (CONRED 06/06/2018). CONRED is also in charge of coordinating the transportation and distribution of humanitarian aid, which will include food items, health assistance, and support to farmers for the recovery of their crops. A plan for the reconstruction of housing and the road network is also being discussed by the Ministry of Communications, Infrastructure, and Housing and the Ministry of Defence. National funds designated for disasters have already been allocated for the response.

Beneficiary selection:
The interventions are aligned with the IFRC’s minimum standards commitments to gender and diversity in emergency programming, which include targeting female-headed households, pregnant or lactating women, men and boys made vulnerable by the disaster, households that have not received any or sufficient assistance from the government or other organizations, those belonging to the socially vulnerable households, and those who lack relevant resources to cope with basic needs on their own; these groups are considered according to the level of impact on them.

To ensure a coordinated approach to the identification and listing of at-risk communities, a multi-sectoral targeting process will be proposed to both governments for discussion and approval. This proposed methodology builds on sub-regional experience and considers vulnerability to natural hazards, the impact of previous hazards, geographic, infrastructural and socioeconomic vulnerability, local knowledge and secondary

2 Proper and dignified management of the dead in disasters is one of the three key pillars of humanitarian response and a fundamental factor in facilitating identification of the deceased and helping families discover the fate of their loved ones.
3 ACAP report: Fuego Volcano Eruption in Guatemala
4 United Nations Office for the Coordination of Humanitarian Affairs (UN-OCHA) report, 4 June 2018.
data sources. Key outputs from such a process include a centralized databank of communities ranked based on their vulnerabilities and capacities and the development of community resilience plans of action that are inclusive of proposed sectorial interventions. Selection of beneficiaries for the relief phase was done based on the vulnerability criteria established and presented here.

**Coordination and partnerships**

With support from the IFRC and as per the institutional response plan, the GRC's volunteers and staff will implement the relief actions for the affected population living near the volcano. The GRC maintains close communication with Red Cross and Red Crescent Movement representatives in-country and at the regional level (IFRC, ICRC and partner national societies) for both the programming of activities and accountability and resource management.

At regional level, sister National Societies including Honduras, El Salvador, Nicaragua and Mexico Red Cross Societies are offering peer support, in addition to local and international companies channelling donations in cash and in kind to GRC. Spanish Red Cross and Italian Red Cross also deployed additional technical staff to assist GRC. In addition, a regional intervention team (RIT) alert has raised to support the operation with additional technical capacities in livelihoods and health.

The ICRC is supporting the GRC’s implementation of Restoring Family Link actions and management of dead bodies, in coordination with national authorities.

The **Humanitarian Country Team** (UN OCHA, non-governmental organizations and international non-governmental organizations have activated the sector coordination system to carry out a preliminary identification of potential needs.

CONRED continues to perform search and rescue for missing people and provide care and attention in the collection centres. Additionally, CONRED is carrying out a damage assessment and needs analysis in coordination with the Guatemalan Red Cross.

The interagency coordination in the field has been activated. In addition to the Red Cross Red Crescent Movement, organizations including UNICEF, UNFPA, UNDP, WFP, UNHCR, OHCHR, IOM, FAO, Oxfam, Good Neighbours, Plan International, ACH, Mercy Corps, CONRED, OCHA, Food for Hungry, COOPI, Techo, Child Fund, Care, UN Women, Save the Children, UNDSS, UNESCO, World Vision, UN Volunteers, AECID and AWO International are a part of this coordination mechanism. A decision around the activation of emergency clusters is under discussion.

**Logistics and supply chain**

Logistics activities aim to effectively manage the supply chain, including mobilization, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation’s requirements and aligned to IFRC’s logistics standards, processes and procedures.

Guatemala Red Cross being supported by IFRC through its prepositioned stock of blankets and kitchen sets in their premises. Additional relief items are ready to be sent from IFRC regional logistic unit in Panama, with a maximum transit time of five days, via road.

At this stage, storage capacity remains a challenge. The National Society have limited warehousing space and the supply chain is being planned to ensure the safety and availability of the goods for the operation.

All procurement related to this operation, will follow the IFRC’s standards procurement procedures and sphere standards for NFIs purchases. The procurement of items and services will meet the required conditions based on the needs of the affected population and/or the operational areas to guarantee the appropriate level of supplies and optimal performance. All purchases will be made in-country with the support of a procurement officer from RLU Panama.

**Security**

GRC has established a plan to ensure the safety and access of volunteers and staff in the area of intervention. Within the framework of the operation, personal protection equipment will be provided whenever necessary. To support this, IFRC and the Guatemalan Red Cross personnel and volunteers will be provided with training (Stay Safe) and guidance on safe and secure access. All deployed delegates, personnel and volunteers should have medical and emergency insurance.
Both GRC and IFRC will play a pivotal role with the national and local emergency coordinators in the assessment of risks and threats as well as ongoing analysis of the security situation, resulting in recommendations and briefings to ensure the protection of all personnel, equipment and assets at all times.

The Red Cross has a good community acceptance and does not have major difficulties to work in the affected areas. But a heavy number of displaced civilians in precarious health and other conditions, could create situations of despair, access and security incidents in some of these communities, the community is an active participant in the activities carried out by the institution, mainly in the collective centres, which increases the good acceptance and joint work.

The Red Cross, in its auxiliary role, works with the Civil Protection of Guatemala (CONRED), the Army, Navy and Police Units that support logistics, health care, migration, camp and engineering assets, security and access during disasters and crises such as these and are actively supporting operations through the Military EOC, Humanitarian Rescue Units that are part of the Conference of Central American Armed Forces (CFAC) as well as Mexican Armed Forces (Mainly Navy) also alerted in nearby and allied nations such as the United States (US SOUTHCOM) to support rescue and response operations. Assistance and proper liaison in civil-military relations will be of great benefit to the overall humanitarian response.

### Proposed Areas for intervention

**Overall Operational objective:**
The overall objective of this operation is to ensure appropriate humanitarian assistance at least to 6,000 people (1,000 families) affected by the volcanic eruption in a timely, effective, and efficient manner, and that they are provided with the necessary support to recover with increased disaster resilience; furthermore, this operation will ensure that all affected women, men, children, persons with disabilities and minority groups are reached.

Based on the current information, the operational strategy is to contribute to the response during the emergency and recovery phases focusing on:

1. Supporting the GRC’s livelihoods response during the emergency and recovery phases through the performance of continuous and detailed assessments and analyses to inform the operation’s design and ongoing implementation. **Target: 500 families (3,000 people)**
2. Conducting volcano hazard awareness messaging and implementation of health and PSS components for the Guatemalan population and the development of a communication strategy for the different target groups. **Target: 1,000 families (6,000 people)**
3. Disaster Risk Reduction during the emergency phase is a key element for the recovery, considering the Fuego Volcano’s ongoing risk of eruption. **Target: 500 families (3,000 people)**
4. National Society Capacity Development (NSD): Ensure that the GRC has the capacity to manage adequately challenges. It is important to continue to support ongoing National Society Development (NSD) efforts by strengthening the GRC’s structures and systems of to ensure it has effective and improved service delivery capacity; the continued emphasis on NSD will improve the GRC’s’ long-term capacity to respond and prepare for emergencies and provide sustained support to vulnerable populations.

This operation may be further adjusted and potentially include other sectors such as water, sanitation and hygiene promotion or shelter, based on need as well as the ongoing coordination with other actors on the ground, once further information is available.
Areas of Focus

Livelihoods and basic needs
People targeted: 500 families (3,000 people)
Male: 1,500
Female: 1,500
Requirements (CHF) 1,261,999

Proposed intervention

Outcome 1: Livelihoods are restored among targeted population (500 most vulnerable families during the emergency phase and again during the recovery phase)

Output 1.1: 500 households are provided with unconditional cash grants to address their basic needs during emergency phase
- Development of CTP feasibility study
- Multipurpose cash transfer programme to cover essential needs to 500 families during a month
- Design of question and answer (Q&A) system for the execution of the CTP
- Develop campaigns for the cash transfer programme and other livelihood activities

Output 1.2: 500 households have received assistance to cover their mid-term and long-term livelihoods needs
- Livelihoods and market assessment
- Beneficiary selection and registration using Open Data Kit (ODK)
- Skills and protection livelihoods workshops
- Cash transfer programme for restoring livelihoods to 500 families
- Community engagement and accountability (CEA): Informational meetings with the targeted population to obtain feedback on the programme
- Monitoring and evaluation of livelihoods
- Workshop on livelihoods and basic needs for GRC volunteers and staff
- Coordination with stakeholders on the Livelihoods programme
- Regional surge personal deployment (RIT member for at least 3 months)

Health
People targeted: 1,000 families (6,000 people)
Male: 3,000
Female: 3,000
Requirements (CHF): 146,585

Proposed intervention

Outcome 2: The immediate risks to the health of affected populations are reduced

Output 2.1: At least 1,000 people receive timely medical care and first aid services
- Deployment of medical personnel from GRC to affected areas
- Provision of medical supplies and equipment, as well as fuel for ambulance services
- Provision of first aid services in the collective centres and the affected area
- Community health promotion (including prevention of vector-borne diseases)
- Provide personal protection equipment for volunteers

Output 2.2: 6,000 people receive psychosocial support services according to the needs of the affected population
- Development of a psychosocial support strategy for the operational set up
- Conduct volunteers training in psychosocial support in emergencies

5 The GRC will review the CTP amount during its assessment and once the detailed assessment in finished to define the mechanism to be used.
- Produce information, education and communication materials and disseminate information on psychosocial support, stress management, coping and the prevention of violence through radio, social networks and other massive channels
- Establish safe spaces for psychosocial support activities
- Provision of psychosocial support services to affected people
- Establish referrals pathways for specialized support as needed
- Specialized Regional surge deployment (RIT member for at least for 2 months)

| Protection, Gender and Inclusion  
People targeted: 500 families (3,000 people)  
Male: 1,500  
Female: 1,500  
Requirements (CHF) 24,560 |

**Proposed intervention**

**Outcome 3:** The National Society adopts specific measures that contribute to humanitarian assistance with a differentiated approach according to the beneficiaries’ vulnerabilities, gender and/or a situation, promoting protection and inclusion

**Output 3.1** Emergency response operations prevent and respond to sexual- and gender-based violence (SGBV) and all forms of violence against women and children

- Inclusion of messages on how to prevent and respond to SGBV and violence against women and children in all outreach activities during the Emergency Appeal timeframe
- Set up child-friendly spaces for children in the assistance service areas
- Reproduction of communication materials and information kits about SGBV to distribute them to beneficiary population and in all activities with communities.
- Development of a system to ensure that staff and volunteers sign the Code of Conduct and receive an information session.
- Gender-based violence workshop for the livelihoods programme.
- Use protection, gender and inclusion (PGI) minimum standards as a guide to support sectoral teams to include measures to address vulnerabilities specific to gender, disability and diversity factors
- Hold basic training with beneficiaries’ women and men on SGBV prevention.

| Disaster Risk Reduction  
People targeted: Initial 500 families (3,000 people)  
Male: 1,500  
Female: 1,500  
Requirements (CHF): 70,144 |

**Proposed intervention**

**Outcome 4:** Communities in high-risk areas are prepared for and able to respond to disasters

**Output 4.1:** Communities take active steps to strengthen their preparedness for timely and effective response to disasters

- Family disaster plans disseminated to and completed in conjunction with community members
- Community Disaster Response Team (CDRT) training
- Community-based DRR mitigation activities are conducted
- Roll out of the Protected School (*Escuela protegida*) methodology

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6 Minimum standards of protection for children, IASC guides on gender violence (GBV), application of minimum standards of gender and diversity in programmes motivated by emergencies, safe access guides promoted by the Movement, laws and regulations in force countries, as well as the general strategy of the Federation.
- Conduct Vulnerability and Capacity Assessment (VCA) at community level (workshop and activities)
- Implement participatory approach with the communities for disaster risk reduction including communication campaign

**Strategies for Implementation**

Based on the demand for the technical and coordination support required to deliver in this operation, the following programme support functions will be put in place to ensure an effective and efficient technical coordination: human resources, logistics and supply chain; information technology support (IT); communications; security; planning, monitoring, evaluation, and reporting (PMER); National Society Capacity Development; partnerships and resource development; and finance and administration.

**Strategies for implementation**

Requirements (CHF): 409,356

**Proposed intervention**

**Outcome S1.1** National Society capacity development and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform

**Output S1.1.4:** The National Society has effective and motivated volunteers who are protected
- Provision of insurance for volunteers
- Provide detailed briefings on volunteers’ roles and the risks they face in emergencies
- Provide psychosocial support to volunteers
- Provide visibility (uniforms) for volunteers

**Output S1.1.6:** National Societies have the necessary corporate infrastructure and systems in place
- Strengthen the GRC’s Emergency Operations Centre (EOC)
- Restore the GRC’s EOC at the Esquicla branch
- Provide operational equipment to the GRC (telecommunications equipment such as radios and mobile phones; computers)
- Procurement of 2 4x4 pick up vehicles
- Conduct National Intervention Team (NIT) training
- Hiring of human resources for the operation (operations coordinator and finance officer for 12 months).
- Provide training to increase the GRC’s information management capacity

**Outcome S2.1:** Effective and coordinated international disaster response is ensured

**Output S2.1.1:** Effective disaster response preparedness and National Society Surge Capacity mechanism is maintained
- Provision of quality control and monitoring of the operation by the IFRC’s regional office for the Americas (ARO)
- Lessons learned workshop

**Outcome S3.1:** The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

**Output S3.1.5:** National Societies are supported to undertake successful policy and legislative advocacy at the national level
- Disaster law case study and lesson learned workshop

**Outcome S4.1:** The IFRC enhances its effectiveness, credibility and accountability

**Output S4.1.4:** Staff security is prioritised in all IFRC activities
- Carry out safety and security assessments (risks and threats)
- Prepare a specific security plan for the operation
- Prepare and carry out civil-military relations plan and liaison
- Ensure minimum security and actual security requirements are met (throughout the operational timeframe)

Budget

See attached IFRC Secretariat budget (Annex 1) for details.

Elhadj As Sy
Secretary General
Contact Information

For further information, specifically related to this operation please contact:

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How we work

All IFRC 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 Humanitarian Response (Sphere) in delivering assistance to the most vulnerable. The IFRC’s vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.
## EMERGENCY APPEAL
### Guatemala Volcanic Eruption
**MDRGT013**

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