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# Emergency Plan of Action (EPoA)

## Guatemala: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Emergency n°</b> MDRGT011	<b>Glide n°</b> <a href="#">FL-2017-000130-GTM</a>
<b>Date of issue:</b> 02 October 2017	<b>Date of disaster:</b> 19 September 2017
<b>Operations Manager (EPoA manager):</b> Santiago Luengo, Regional Disaster Management Coordinator for Central America and Mexico (Santiago.luengo@ifrc.org)	<b>Point of contact:</b> Daniel Javiel, Guatemalan Red Cross (GRC) General Director
<b>Operation start date:</b> 19 September 2017	<b>Expected timeframe:</b> 3 months (the operation end date is 29 November 2017)
<b>Operation budget:</b> 63,140 Swiss francs (CHF)	
<b>Number of people affected:</b> 10,080 people – 2,016 families (preliminary data)	<b>Number of people to be assisted:</b> 1,000 people (200 families).
<b>Host National Society presence:</b> The National Society has 1 national headquarters, 21 branches throughout the country, 100 staff members and 1,684 active volunteers (56 per cent men and 44 per cent women).	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC).	
<b>Other organizations involved in the operation:</b> Local, Municipal, Departmental and National Coordinator for Disaster Reduction (CONRED), First Lady Social Works Secretary (SOSEP), Ministry of Agriculture, Livestock and Food, Ministry of Social Development, and National Civil Police (PNC).	

<Click [here](#) for the DREF budget. Click [here](#) to view the map of the affected areas and [here](#) for the contact information>

### A. Situation Analysis

#### Description of the Disaster

According to the Seismology, Volcanology, Meteorology and Hydrology National Institute (INSIVUMEH), heavy rainfall on 18 September of 2017, caused floodings throughout Guatemala, particularly in the north-western region of the country.

Floods were registered in the municipalities of San Felipe, Santa Cruz Muluá, San Martín Zapotitlán, Mazatenango's urban centre, Colotenango's urban centre, Calle de la Cruz, Callejón 10, Campo Borrayo, and the cantons of Icaán, La otra banda and Tulula, among other areas.

When the Guatemalan Red Cross Damage Analysis and Needs Assessment (DANA) teams were deployed to the departments of Retalhuleu and Suchitepéquez, the



Community of Línea C-10 Achiotés  
Damage Assessment, in collaboration with CONRED. Source:  
Communication Department (DECO)/GRC

departmental delegate from CONRED reported that the flooding affected 629 people, forced 164 people to evacuate from their homes and 97 people to seek shelter in collective centres, damaged 68 roads and impacted 1 bridge in the departments of Retalhuleu and Suchitepéquez.

In the departments of Suchitepéquez and Retalhuleu, floods have damaged homes, crops and household goods. Around 2,016 families are affected according to local authorities.

The flood-stricken families preferred to find their own shelter since the collective centres assigned by local authorities do not have electricity, running water, toilets, showers or kitchens, and are far away from people's homes; the loss of bedding, clothing, blankets and the necessary tools for their livelihoods, among other items has also prompted affected people to seek their own shelter to safeguard the few belongings they still have left.

Local authorities have declared an orange level for the departments of Retalhuleu and Suchitepéquez to be able to provide emergency assistance to the affected areas, and on September 27 2017, CONRED declared Red Alert in Retalhuleu and Suchitepéquez, to provide assistance to the local emergencies.

### Summary of the current response

CONRED has distributed the following relief items to 35 affected families:

- 35 food packages (food for one week)
- 35 personal food packages (food for 1 day)
- 35 Cleaning kits
- 35 blankets

Local authorities are managing temporary collective centres for the most affected families by the floods.

Authorities have also provided assistance to the affected population in the areas of water and sanitation, health and psychosocial support.



Home flood assessments. Community of Piedad 2. CONRED.  
Source: DECO/GRC.

The SOSEP, the Ministry of Agriculture, Livestock and Food, the Ministry of Social Development, the PNC municipal authorities, voluntary firefighters, relief brigades and rescue teams, and the municipal fire department are supporting the initial damage assessments and the flooding's impact on livelihoods in the affected areas.

### Guatemalan Red Cross

When the emergency arose, more than 25 trained volunteers from the GRC delegations of Retalhuleu, Mazatenango and El Palmar joined the National Intervention Teams (NITs), and they were deployed to the affected areas to assess damages caused by the heavy rainfall.

CONRED and the GRC Damage and Needs Assessment teams worked jointly to conduct damage and needs assessments, which indicated that 200 families had been severely affected by the floods in the departments of Retalhuleu and Suchitepéquez, as shown in the table below:

Preliminary information on affected families			
Department	Municipality	Community	No. of families
Suchitepéquez	Cuyotenango	Cantón Tululá	21
		Calle de la Cruz	19

		Ican and Campo Borrado cantons	15
		San Benito	7
		Cantón La Otra Banda	11
<b>Retalhuleu</b>	San Felipe	La Estación	3
		Colonia Fegua	2
		Aldea La Piedad 2	5
		Lot. San Pablo	1
		Caserío el Esfuerzo	25
		Barrio la Llovizna	5
		Nuevo Pomarrosal sector 1	6
	San Martín Zapotitlán	Sector Tinaquita	5
		Armenia Ortíz	8
		Ceiba Blanca	2
		Ajaxá	1
	San Andrés Villa Seca	La Loma community	1
		Línea C-10 Achiotes	35
	San Sebastián	Línea C-8 Polígono 7	8
		Samalá 1	4
		Pajoson	12
		Parinox	1
	Puca 1	3	
	<b>TOTAL</b>	<b>200</b>	

This information was reported to the departmental emergency operations centre (DEOC) and to local, regional and national authorities. Furthermore, One NIT coordinated by the Headquarters Disaster Risk Management Directorate was immediately deployed to the area to offer support to the damage and needs assessments.

In the communities of Piedad 2 and Línea C-10 Achiotes, the GRC distributed tarpaulins from its emergency stock to four families that had chosen not to abandon their damaged homes.

The assessments also indicated that there was no damage to GRC facilities, and there were no volunteers affected by the emergency.

## Summary of the situation of the International Red Cross and Red Crescent Movement in the country

The GRC develops its activities within the National Response Plan in accordance to an operational structure, lines of actions and procedures aimed at providing emergency response.

The Spanish Red Cross and the Norwegian Red Cross are present in the country. There is also an IFRC office and an International Committee of Red Cross (ICRC) in the country. The IFRC's Disaster and Crisis department's Pan American Disaster Response Unit (PADRU) is in continuous communication with the GRC.



*GRC distributed tarpaulins to 4 families in the communities of La Piedad 2 and Línea C-10 Achiotés.  
Source: GRC*

## Summary of other organizations involved in the operation

CONRED oversees the National Response System in Guatemala, which coordinates disaster preparedness and response activities at the local, municipal, departmental, regional and national levels. The GRC is part of the CONRED Operation Centre (which is organized in sectors according to response needs), the Inter-Institutional Liaison System and the Centre for Humanitarian Aid and Assistance Coordination (CAAH).

At the local level, SOSEP works with local authorities to coordinate the provision of assistance to temporary collective centres.

## Needs assessment, selection of beneficiaries, risk assessment and scenario planning

The GRC has identified the following needs:

### Infrastructure and households

Initial data indicate that there are at least 200 hundred destroyed or damaged homes in the assessed communities and municipalities; consequently, priority needs include the reconstruction or restoration of destroyed or damaged homes.

CONRED damage assessments indicate other non-structural damages, which include the loss of household goods, clothing and personal items.

### Shelters

As heavy rains continue, affected families have had to be evacuated from their homes leaving everything behind and many of them have lost their personal belongings such as clothing. According to CONRED, 97 families are being housed in two collective centres in the departments of Retalhuleu and Suchitepéquez, while other affected families have found shelter with family and friends in the impacted communities.

The evacuated families (because their houses are at risk or have been destroyed by the floods) have been offered temporary shelter provided by local authorities and CONRED. The collective centres are supposed to provide food and basic hygiene services; however, it is unknown if health assistance is being provided in these centres.

### Livelihoods

Initial reports developed by CONRED and the GRC's assessment teams show that crops, essential for food security and livelihoods such as sesame, bean and maize crops have been lost. Some communities report

losses of livestock and poultry, which are also essential for their livelihoods and could put their food security at risk.

The already saturated soils and the continuous heavy rains are likely to produce additional flooding, which means that families cannot cultivate their land, putting them in a very precarious situation.

### Water and Sanitation

The flooding destroyed or contaminated hand-dug wells in several communities; therefore, the affected population is at risk of consuming contaminated water. Safe water distribution is being supported by local authorities; however, some families and communities that have been identified do not have access to safe drinking water. Given the lack of basic water distribution, families are looking for other ways to obtain water, and they are not following basic hygiene measures to prevent waterborne diseases as a result.

### Health

People in the affected region suffer from health issues such as gastrointestinal, dermatological, respiratory and vector-borne diseases; moreover, risks of contracting these diseases might increase in the following days, which may cause outbreaks and affect children, the elderly and other vulnerable people. Stagnant water, which can occur after flooding, provides optimal conditions for mosquito breeding, increasing the risk of vector-borne diseases such as dengue, Zika and chikungunya; the threat is compounded by the fact there is already a high prevalence of vector-borne diseases in the region, requiring immediate action and measures to prevent an outbreak.

People in the flooded communities have also been affected emotionally since they must cope with the loss of their homes, household goods and livelihoods, and any other future risks.

Weather forecasts indicate that rains will continue; potentially worsening the affected population's health issues if they are not addressed immediately.

### Selection of beneficiaries:

The beneficiaries reside in the following areas:

#### Target population

DEPARTAMENT	MUNICIPALITY	FAMILIES
Suchitepéquez	Cuyotenango	73
Retalhuleu	San Felipe	47
	San Martín Zapotitlán	17
	San Andrés Villa Seca	43
	San Sebastián	20
<b>TOTAL</b>		<b>200</b>

The selection of beneficiaries has been developed according to people's needs, capacities and their community environment. Firstly, the selection criteria will include families that have lost their homes or livelihoods because of the emergency; secondly, the criteria will include families whose homes were not destroyed or damaged, but who lost household goods, personal belongings, clothing and other items because of the floods.

The GRC will identify and register the beneficiaries in their homes if they are still residing there, the temporary collective centres or houses of relatives and friends as indicated by community leaders, who are responsible for providing reliable information. A market assessment and the cash feasibility is going to be done in the coming days.

In addition, the selection process will include the following vulnerability criteria:

- Low socioeconomic status families
- Vulnerable people or vulnerable families such as children, elderly people, persons with disabilities, single mothers, and people with chronic diseases, among others.

## **Risk Assessment**

Given that there are daily persistent rains, the ground is already saturated soils in the whole country and the hurricane and rainy season are at their peak, more floods may occur in the region and more families could be affected. Aftershocks from the 7 September 2017 7.7-magnitude earthquake or another earthquake could occur along the Pacific coast further endangering population.

## **B. Operational plan and strategy**

### **General objective**

Implement a humanitarian aid operation aimed at meeting the urgent needs of 200 families affected by the flooding in the departments of Retalhuleu and Suchitepéquez; the intervention will provide safe water, health assistance and promotion, and an unconditional cash transfer programme.

### **Proposed Strategy**

The operational strategy is aimed at identifying affected families that will be assisted by this emergency and assessing households that require safe water supply services.

### **Areas of intervention**

#### **Health**

Long lasting Insecticide-treated [mosquito] nets (LLITNs) and mosquito repellent will also be distributed to at least 200 families affected by the floods.

#### **Relief (Non Food Items)**

The aim is to distribute 400 collapsible jerry cans among families that have no access to safe water; each family will receive 2 jerry cans, and this distribution will take place in the 5 municipalities selected in the departments of Retalhuleu and Suchitepéquez.

Blankets will be distributed to families staying in collective centres or with their relatives and friends; each of the 200 families will receive 5 blankets to protect them from the cold weather.

#### **Cash Transfer Programme (CTP)**

A CTP will be implemented to help families acquire goods, services or materials needed for their recovery. The CTP amount will be equivalent to two weeks-worth of minimum wages (86.90 quetzals per day or CHF 11.51). The GRC will support the affected families on the in decision-making process regarding their basic needs, the CTP will provide a stimulus for the local economy.

## Operational support services

The GRC has a management team divided into the following structures:

- Directorate for Disaster Risk Management
- Health Directorate
- Volunteer Directorate
- Directorate for Organizational Development
- Directorate for Comprehensive Training Institute
- Administration department
- Accounting department
- Legal Advice department
- Monitoring and Evaluation department
- Communications and Press department

Each of these structures is integrated into the programmes and projects implemented in communities.

## Human Resources

One of the first measures taken by the GRC when the emergency arose was to integrate volunteers into NITs to carry out the following activities:

- Conduct Damage and Needs Assessments
- Distribute humanitarian aid
- Support assessment processes
- Identify primary needs
- Support coordination tasks with the Emergency Operation Centre
- Disseminate prevention information

To implement the operation, the GRC will organize a work team consisting of staff members at the National Society's directorates and branches, and volunteers will carry out tasks led by the GRC headquarters. At least 20 volunteers from the Mazatenango and Retalhuleu branches will participate in the humanitarian activities described in this EPoA, in coordination with the technical team assigned by the GRC's headquarters.

Volunteers are already trained to conduct the CTP and distribute humanitarian aid to the affected population, and the GRC will provide them with basic personal protective equipment, life insurance, and a per diem (including food and transport costs).

Volunteers will be provided with the following personal protective/visibility equipment:

- GRC shirt
- Cap
- Rainboots
- Raincoat

The IFRC Regional Disaster Management Coordinator and the Country Coordinator will offer technical support on institutional issues, and other IFRC units at the regional office for the Americas will also support the operation.

## Logistics and supply chain

The GRC has an organizational structure that allows the implementation of purchasing, storage and transport processes as part of the humanitarian operation's logistics chain. The GRC's Administrative Department has a specific purchasing unit to purchase goods and services in accordance with financial procedures and an

accounting and audit system supervised by the General Directorate; these procedures and the audit system are recognized and used by Partner National Societies (PNSs) and donors, and they continuously undergo internal and external audits.

The GRC has a supply warehouse located at its headquarters in Guatemala City, where the IFRC's humanitarian relief supplies are stored; these relief items will be distributed to the affected families.

Guatemala has a wide range of providers from which diverse goods and services can be purchased. Likewise, the IFRC Logistics Unit based in Panama will offer support to purchase the necessary supplies.

### **Information Technology (IT)**

The GRC has cell phones in which Mega V and Open Data Kit (ODK) have been installed and can be used to carry out the processes of assessment, identification and selection of beneficiaries and the initial distribution of humanitarian aid. When the operation ends, a beneficiary satisfaction survey will be implemented.

The GRC owns a very high frequency (VHF)/ultra-high frequency (UHF) radio communication system used at a national level by the GRC's branches, which allows for the safe coordination of the operation.

The National Society also has phone, computer and Internet equipment at its headquarters and the branches that will take part in the operation.

### **Communications**

The GRC has a Communications and Press department in charge of disseminating operational technical information, public information, institutional information and information to donors; this department will disseminate information through social media, the GRC's website and print media.

The IFRC's Communications Unit at the regional office for the Americas is in continuous contact with the GRC's communications team, which will be providing stories about the impact on the affected population and the humanitarian assistance provided by the Red Cross; these stories will be published in the IFRC's website.

### **Security**

All GRC staff members taking part in the operation will wear clothing with the Red Cross' emblem and act in accordance with the Red Cross Movement's Fundamental Principles and Humanitarian Values.

A Safety Plan will be included in the operation per the context of the intervention, taking into consideration the current social situation, the recurrence of seismic activities in the region and the increase of violence in the affected areas. The GRC's emergency operations centre will report any internal or external incidents that occur in the areas of intervention. Strategies promoting concepts such as "Keep Safe", "Safer access" and "Code of conduct" will also be promoted.

### **Planning, Monitoring, evaluation and reporting (PMER)**

The GRC has a Monitoring and Evaluation department and a system for registering operations and people taking part in the National Society's humanitarian activities. Reports will be developed and presented during the operation.

### **Administration and finance**

The GRC has an Accounting department that oversees the allocation of financial resources in accordance with the EPoA conditions and budget. Additionally, financial resources will be managed following the National Society's regulations and guidelines established for the use of Disaster Relief Emergency Funds (DREF)

funds. Proof of expenditure will be provided using IFRC forms, and they will be in accordance with the National Society's procedures.

As established by DREF procedures will only cover expenses incurred during the three-month operation.

## C. DETAILED OPERATIONAL PLAN

### Health

**Needs assessment:** The current conditions may pose health risks to the affected population due to possible outbreaks of diseases, particularly vector-borne diseases.

**People to be assisted:** Provide health-related assistance to at least 200 affected families in Retalhuleu and Suchitepéquez.

OBJECTIVES		INDICATORS											
<b>Outcome 1: Affected families in Retalhuleu and Suchitepéquez improve their health.</b>		N° of people assisted with health improving actions.											
<b>Output 1.1.</b> At least 200 families affected by the floods receive LLITNs and mosquito repellent.		N° of families receiving LLITNs and mosquito repellent.											
Activities	Week	1	2	3	4	5	6	7	8	9	10	11	12
Assessment and prioritization of beneficiaries													
Purchase of 200 LLITNs (1 per family) and 400 units of mosquito repellent (2 per family)													
Distribution of 200 LLITNs and 400 units of mosquito repellent													

### Shelter- Relief (Non Food Items)

**Needs Assessment:** Families whose weather-protection items have been lost or damaged, thereby posing a direct threat to their health and wellbeing.

**People to be assisted:** Provide assistance to at least 200 affected families in the departments of Retalhuleu and Suchitepéquez.

OBJECTIVES		INDICATORS											
<b>Outcome 2: Affected families in Retalhuleu and Suchitepéquez receive Non-Food Items.</b>		N° of people to be assisted											
<b>Output 2.1.</b> At least 200 families affected by the floods receive blankets and jerry cans for water storage		N° of families receiving blankets. N° of families receiving jerry cans.											
Activities	Week	1	2	3	4	5	6	7	8	9	10	11	12
Purchase of 1,000 blankets (5 blankets per family)													
Distribution of 1,000 blankets													
Purchase of 400 jerry cans													
Distribution of 400 jerry cans (2 per family)													

### Areas common to all sectors

**Needs Assessment:** Immediate assessments conducted by the GRC's DANA teams have identified homes with severe and moderate damage, and they have also reported that the flooding had a considerable impact on livelihoods.

Furthermore, there are families staying in temporary collective centres; however, most families are staying with friends and relatives. In addition, the loss or damage of household goods and personal belongings is substantial.

**People to be assisted:** Provide assistance to 200 families affected by the floods in five municipalities in the departments of Retalhuleu and Suchitepéquez.

OBJECTIVES	INDICATORS												
<b>Outcome 3: Continuous and detailed analysis and assessments are conducted during the operation's development and implementation phases.</b>	# of assessments conducted (general and/or by sector)												
<b>Output 3.1.</b> An initial needs assessment is conducted, and the GRC consults with beneficiaries during the assessment.	Assessment reports on beneficiaries are consulted (assessment reports, plan of action).  Assessment reports include data on affected population segregated by sex, age and level of vulnerability.												
<b>Output 3.2.</b> Operational management is implemented per a comprehensive monitoring and evaluation plan.	Plan of action and sectorial plans are developed according to a monitoring and evaluation plan.												
<b>Outcome 4: Families affected by the floods in Retalhuleu and Suchitepéquez receive humanitarian assistance to improve their living conditions and facilitate their early recovery.</b>	N° of families receiving humanitarian aid items.												
<b>Output 4.1.</b> An unconditional CTP is implemented to support the early recovery of 200 families affected by the floods in Retalhuleu and Suchitepéquez.	N° of families receiving cash bonuses for their early recovery.												
Activities	Week	1	2	3	4	5	6	7	8	9	10	11	12
Branches conduct a preliminary emergency assessment													
GRC headquarters visit to affected areas													
IFRC visit to affected areas													
Detailed damage and needs assessment is carried out in the affected communities													
Analysis and selection of the modality for CTP													
Identification and selection of beneficiaries													
CTP coordination in the field													
CTP implementation (USD\$187.50 per family) <sup>1</sup>													
Beneficiary satisfaction survey													

<sup>1</sup>The IFRC will cover all the costs associated with the CTP.

## Contact information

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

### **In the Guatemala:**

- Guatemalan Red Cross: Daniel Javiel, general director, phone: +502 2381-6565; email: [direcciongeneral@cruzroja.org.gt](mailto:direcciongeneral@cruzroja.org.gt)
- Marissa Soberanis, country coordinator for Guatemala and El Salvador, phone: +502 5508-7026, email: [marissa.soberanis@ifrc.org](mailto:marissa.soberanis@ifrc.org)

### **In the IFRC Americas regional office, Panama (+507 317-3050):**

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- Diana Medina, communications coordinator; email: [diana.medina@ifrc.org](mailto:diana.medina@ifrc.org)
- Mauricio Bustamante, Regional Logistics coordinator, phone: +507 317 3050; email: [mauricio.bustamante@ifrc.org](mailto:mauricio.bustamante@ifrc.org)

### **For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):**

- Priscila Gonzalez, planning and monitoring coordinator, phone: +507 317 3050; email: [priscila.gonzalez@ifrc.org](mailto:priscila.gonzalez@ifrc.org)

### **For Resource Mobilization and Pledges:**

- Marion Andrivet, emergency appeals and marketing officer, phone: +507 317 3050; email: [marion.andrivetj@ifrc.org](mailto:marion.andrivetj@ifrc.org)

### **In IFRC Geneva:**

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# DREF OPERATION - Guatemala Floods

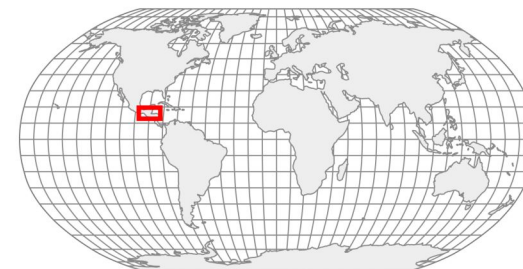
2-Oct-17

## MDRGT011 - PGT034

Budget Group	DREF Grant Budget CHF
Clothing & Textiles	5,444
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	1,280
Medical & First Aid	1,927
Teaching Materials	0
Utensils & Tools	0
Other Supplies & Services	0
Cash Disbursements	36,134
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>44,785</b>
Other Machinery & Equipment	0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Storage, Warehousing	0
Distribution & Monitoring	530
Transport & Vehicle Costs	1,754
Logistics Services	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>2,284</b>
International Staff	0
Regionally Deployed Staff	0
National Staff	0
National Society Staff	3,363
Volunteers	0
Other Staff Benefits	1,176
<b>Total PERSONNEL</b>	<b>4,538</b>
Consultants	0
Professional Fees	0
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	0
<b>Total WORKSHOP &amp; TRAINING</b>	<b>0</b>
Travel	2,891
Information & Public Relations	1,416
Office Costs	1,349
Communications	964
Financial Charges	964
Other General Expenses	96
Shared Office and Services Costs	0
<b>Total GENERAL EXPENDITURES</b>	<b>7,680</b>
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>
Programme and Services Support Recovery	3,854
<b>Total INDIRECT COSTS</b>	<b>3,854</b>
<b>TOTAL BUDGET</b>	<b>63,140</b>



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر



## Guatemala, Floods: DREF

29 September 2017 • MDRGT011 • FL-2017-000130-GTM



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: OCHA, ICRC, IFRC

0 80 160 240 320 km

