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## Emergency Plan of Action (EPoA) Nicaragua: Civil Unrest

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF No. MDRNI008</b>	
<b>Date of issue:</b> 23 April 2018	<b>Date of crisis:</b> 18 April 2018
<b>Person responsible for this EPoA:</b> Santiago Luengo, Regional disaster management coordinator for Central America	<b>Contact person in National Society:</b> Dr. Oscar Gutiérrez Somarriba – President of Nicaraguan Red Cross (NRC)
<b>Operation start date:</b> 18 April 2018	<b>Expected timeframe:</b> 2 months <b>Expected end date:</b> 23 June 2018
<b>DREF allocated:</b> 81,395 Swiss francs	
<b>Total number of people affected:</b> No official numbers are available	<b>Number of people to be assisted:</b> At least 1,200 people
<b>Host National Society presence (n° of volunteers, staff, branches):</b> The Nicaraguan Red Cross has 600 volunteers, 32 branches and 40 administrative and project staff at the national level.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> The Nicaraguan Red Cross is coordinating and sharing information with the following Partner National Societies (PNSs) present in the country: Italian Red Cross, Spanish Red Cross, the Canadian Red Cross Society; it is also coordinating and sharing information with the International Federation of Red Cross Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC).	
<b>Other partner organizations actively involved in the operation:</b> Nicaraguan Red Cross is providing pre-hospital care following the Fundamental Principles.	

## A. Situation Analysis

### Description of the crisis

Demonstrations, which began on 18 April 2018, are occurring throughout Nicaragua, particularly in Managua, Granada, Nagarote, Ticuantepe, Tipitapa, Masaya, Jinotepe, Camoapa, Estelí, Sébaco, Matagalpa, León, Chinandega, Chichigalpa, Jinotepe, Jinotega, Tisma Rivas, Ocotal and Rio Blanco. The protests started over the government's plans to change the country's social security system. Violence has marred the demonstrations, causing many injuries and several deaths. Additionally, some government buildings have been damaged, and troops have been deployed to several cities to quell the violence. Access to the Managua International Airport and the road to Masaya (where universities, shopping malls and restaurants are located) may be affected. The demonstrations are expected to continue, and there are reports that they are beginning to escalate.



*Volunteers from the Nicaraguan Red Cross providing pre-hospital care in an ambulance. Source: Nicaraguan Red Cross.*

## Summary of the current response

At the start of the emergency, the Nicaraguan Red Cross activated its Emergency Operations Centre (EOC) at the National level through its network of branches, which have been providing pre-hospital care to affected people in an impartial manner. Brigades have been recruited to intervene and aid the people affected by the crisis; furthermore, the NRC's psychosocial support (PSS) team has been supporting the volunteers through a debriefing process.

Due to its broad acceptance throughout the country, the Nicaraguan Red Cross is the only humanitarian organization providing pre-hospital care to the affected population. Even so, the NRC has had to reiterate its humanitarian principles through public communication.

The NRC's 32 branches are developing a contingency and response plan to assist the population affected directly and indirectly; the National Society also activated its 600 volunteers, and it has 31 intervention brigades supporting field actions.

To date, the NRC has carried out a total of 428 pre-hospital care actions such as the provision of first aid care and 235 patient transfers to hospitals.

### NRC pre-hospital support actions by location<sup>1</sup>

Branch	Total
Managua	311
Chinandega	23
Nagarote	2
Masaya	26
Sebaco	2
Matagalpa	4
Estelí	7
León	8
Camoapa	1
Jinotepe	18
Bluefields	1
Boaco	3
Granada	16
Tipitapa	6
<b>TOTAL</b>	<b>428</b>

### Other activities carried out:

- All the EOCs at the branch level remain active. The NRC is continuously monitoring and evaluating the situation.
- The National Society is in continuous contact with the ICRC and the IFRC to coordinate joint actions.
- Deployment of NRC's intervention brigades and emergency medical teams to where the outbreaks of violence have occurred (National Agrarian University, Metrocentro, the National University of Engineering (UNI for its acronym in Spanish) and the Polytechnic University of Nicaragua (UPOLI for its acronym in Spanish) to provide first aid care to the affected population.
- The NRC's Communications Unit continues to disseminate key messages to the population through social media, highlighting the NRC's humanitarian actions and its adherence to the Red Cross Movement's seven Fundamental Principles.
- Provision of continuous information to the media on the NRC's activities.
- Activation of the NRC's Communicators Network to provide situation reports and photographs of the activities carried out at the local level.

<sup>1</sup> As of 22 April 2018

- Coordination with the National Police and opposition leaders to ensure the safety of Nicaraguan Red Cross volunteers and staff in the field so that they can provide pre-hospital care services.
- All operational security measures have been shared with the NRC's staff and its branches.
- A press conference was held with the media to share the activities carried out by the NRC and to ask the population to respect and support all NRC members, as their objective is to save lives.
- The NRC's Executive Committee held a meeting with Red Cross Movement members (IFRC, ICRC, American Red Cross, Spanish Red Cross, Italian Red Cross and the Canadian Red Cross Society) to share information on the NRC's activities, including the main actions in this Disaster Relief Emergency Fund (DREF) EPoA.

## Overview of Red Cross Red Crescent Movement in country

The NRC is a member of the National Prevention, Mitigation and Disaster System (SINAPRED for acronym in Spanish). As mandated by law, the NRC is part of municipal, departmental and regional committees, including several sector commissions such as health, special operations, communication, distributions and shelter. As a humanitarian organization and auxiliary to the government, the NRC is committed to working in an efficient manner with the Nicaraguan government, non-governmental organizations (NGOs), private companies and civil society. The NRC has an EOC at the headquarters level and in some branches. The National Council and the National Society has a national response plan, contingency plan, standard operation procedures (SOPs) and trained staff in several specialties that are EOC members.

## Movement Coordination

The IFRC has a regional representation office for Central America, with a representative in Honduras that oversees Nicaragua. The IFRC's Pan-American Disaster Response Unit (PADRU) in the regional office for the America (ARO) and its disaster management coordinator for Central America have been in close communication with the Nicaraguan Red Cross.

The ICRC is present in the country through its MoveAbility program and is further covering Nicaragua from its Regional Delegation in Mexico and its Mission in Panama. A Safer Access officer, deployed from Mexico is supporting the NRC on issues such as operational risks, principled humanitarian action, Safer Access sessions, among other activities. Moreover, as part of the Movement approach, the ICRC and IFRC have signed a letter to support the Nicaraguan Red Cross in an effective and coordinated way. Through the Safer Access programmed, the ICRC is supporting the NRC on issues of. Finally, the Canadian Red Cross Society, Italian Red Cross and Spanish Red Cross have representatives in the country, and the Nicaraguan Red Cross has held teleconferences to ensure Movement coordination through the dissemination of its actions and the country's needs.

## 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 the IFRC's logistics standards, processes and procedures. Moreover, the NRC will evaluate all local purchases with the help a procurement specialist from the IFRC's Regional Logistics Unit (RLU).

The National Society has storage capacity through its warehouse at its central headquarters, which has deployable, pre-positioned stock for 1,000 families, and it has a Procurement Department. The NRC will follow the IFRC's procurement procedures and the SPHERE standards for relief items for all its operational purchases. Additionally, the NRC's acquisition of goods and services for the operation will correspond to the affected population's needs and operational areas to ensure the necessary supplies are available and to optimize performance.

## Information Technology (IT)

The National Society has an office with specialized IT personnel, a computerized system and stable basic internet service to guarantee communications with field personnel and the safety of its response teams.

The NRC will install an alternative communications system such as very high frequency (VHF) radios in vehicles and mobile phones.

On Thursday, 18 April 2018, the NRC headquarters' EOC's electrical system was severely damaged due to a voltage variation, affecting telecommunications equipment, computers, air conditioners and televisions.

### **Communication**

The Nicaraguan Red Cross has a Communication and Press Department, which oversees operational technical information, public information, information for donors and institutional information; it will keep the population informed using its own means of communication such as social networks, the NRC's web page and the media to disseminate information on the National Society's activities. ARO's communication teams and the ICRC's Mexico regional delegation are in continuous contact with the NRC's communication team, which is providing information on the NRC's actions.

### **Security**

NRC headquarters will implement a security plan in coordination with the ICRC, the National Relief Directorate, the National Society's Communications and Press Department and its branches, key stakeholders and security authorities in the area. All activities will follow security measures previously analyzed with authorities and opposition leaders. All NRC personnel and equipment will be properly identified, visible and insured.

The volunteers working the field will require special protective equipment such as gas masks, security helmets, hand and helmet flashlights and flags for vehicles to carry out actions safely.

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

The NRC's Planning and Communication Departments are responsible for monitoring the implementation of the emergency plan of action and providing daily reports on NRC actions. Additionally, the IFRC's regional disaster coordinator will support the monitoring of the activities in EPoA.

### **Administration and Finance**

The NRC has a reliable financial and accounting system that will guarantee the proper use of financial resources according to the conditions established in the memorandum of understanding (MoU) between the National Society and the IFRC. The NRC's management of financial resources will comply with the with its norms and DREF guidelines.

### **Operational Support Services**

The NRC's response plan includes the following sectorial areas: Operational, Health, Monitoring and Logistics. The NRC has equipment and experienced human resources to conduct the planned activities. For this intervention, the NRC will hire staff to support the operation, and it will cover the expenses such as the cost of mobilizing volunteers to the affected areas and the operations coordinator's salary, through the DREF operation. The IFRC's regional disaster management coordinator will provide technical support to the NRC.

### **Needs analysis, targeting, scenario planning and risk assessment**

Since the situation is evolving rapidly, the NRC might have to adapt this operation to reflect better the context.

Due to the demonstrations, the National Society has organized intervention brigades and response teams to transport and provide pre-hospital care to people who need immediate first aid care or to be transferred

to hospitals. It is also plans on establishing medical posts for primary care in the different districts of Managua to serve the affected population.

From 18 April to 22 April, the NRC has conducted 428 pre-hospital care interventions, of these 311 were in Managua, and it has transferred 235 injured people to hospitals.

Some demonstrators have threatened NRC volunteers, while others sought refuge in the NRC's branch in Masaya. Additionally, during an altercation, at least 15 NRC volunteers were affected by tear gas. Demonstrators forcefully entered the NRC's National Training Centre in Ciudad Sandino, requiring international delegations from the Youth Regional Red Cross conference to evacuate. In addition, demonstrators damaged NRC branches in Tipitapa, Chinandega and Sebaco. Lastly, emergency vehicles have sustained damages and NRC equipment has been stolen.

The present scenario remains volatile and people have sustained wounds due to gun shots and rubber bullets. Barricades have been set up in several urban neighborhoods, especially in Managua. Hospitals in Managua and Masaya have closed due to lack of electricity and damages sustained to their facilities. forcing Injured people to be transferred to improvised medical posts in universities, churches and private hospitals.

The National Society decided to limit their teams' activities to 8 am to 6 pm due to the insecure situation at night. An ICRC member is advising the NRC on operational risks and principled humanitarian action and the Safer Access Framework, including communication on the Movement's seven Fundamental Principles. The NRC's psychosocial support unit will conduct stress management in conflict situations actions for operational, and the National Society will provide pre-hospital care, including PSS, to the affected population in accordance with the Red Cross Movement's Fundamental Principles.

### Scenario planning

**Best scenario:** After talks between the Nicaraguan government and the demonstrators on 23 April 2018, the demonstrations will stop.

**Probable scenario:** The National Society will continue to provide immediate pre-hospital care to the affected population until the situation stabilizes, and it will establish emergency posts those affected and provide psychosocial attention the volunteers that are participating in the operation.

**Worst scenario:** The demonstrations and the violence continue due to the population's discontent. The NRC will continue to assist the population while evaluating the security context and whether it is safe to continue providing aid.

### Operation Risk Assessment

<i><b>Risk</b></i>	<i><b>Impact</b></i>
<b>Infrastructure</b>	Damages to the essential services of hospitals, universities, public buildings and damages to terrestrial communication routes, requiring the NRC to seek alternative modes of communication. The electrical, water and telephone systems will be limited.
<b>Health</b>	The restoration of the damaged medical care system has been limited; consequently, mobile health posts must be established to ensure care for affected people or transport to functioning health centres or makeshift ones in churches and universities.
<b>Social Tension and Criminology</b>	The level of acceptance of the Nicaraguan Red Cross is high, which allows safe access to affected areas; however, it is still necessary to continuously monitor the security situation.

### Target Population:

The most affected municipalities are Managua, Granada, Nagarote, Ticuantepe, Tipitapa, Masaya, Jinotepe, Camoapa, Estelí, Sébaco, Matagalpa, León, Chinandega, Chichigalpa, Jinotepe, Jinotega,

Tisma Rivas, Ocotol and Rio Blanco. In these locations, NRC branches are providing aid and are guaranteeing timely transfer to assistance centres.

The main objective is to guarantee pre-hospital care for at least 1,200 people in the different departments, primarily in Managua, which has seen the most violence. The implementation strategy abides by the Fundamental Principles and ensures the visibility and image of the NRC in all its activities.

The components of the EPoA are:

## Health

- ✓ **Pre-Hospital Care:** Through the NRC's branch network in 16 departments, NRC intervention brigades will provide pre-hospital care to the affected population, and it will provide first aid kits to three affected branches (2 per branch).
- ✓ **Mobile Care Posts:** The NRC will establish mobile care posts to provide first aid care to injured people. NRC staff will be properly identified by the Red Cross emblem and, they will be deployed to secure, strategic areas.
- ✓ **Psychosocial support to operational staff and volunteers:** The NRC will provide psychosocial support to all its operational staff and volunteers. The National Society will carry out three debriefing sessions with the branches in Managua, Masaya, Tipitapa, Granada, Chinandega and León to ensure its volunteers' mental wellbeing; additionally, it will provide PSS to affected people in the impacted communities if needed.

## Communications, dissemination and visibility

The NRC's Communications Department will design and launch a communications campaign with key messages to support the National Society's actions; the campaign will focus on the impartiality and neutrality of the NRC's actions, and it will include messages on respecting the Red Cross's emblem and the importance of its Fundamental Principles.



AP022	Set-up mobile care post in the first 6 weeks. (Strategic and neutral points)																	
AP022	Purchase of 15 stretchers																	
<b>P&amp;B Output Code</b>	<b>Health Output 1.5: Psychosocial support provided to the target population</b>	<i># of people reached through PSS interventions</i>																
	Activities planned (week)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP022	Psychosocial support provided to the volunteers involved in the intervention																	
AP022	Psychosocial support provided through focal groups to the affected population.																	

## Strategies for Implementation

Requirements (CHF): 27,309

<b>P&amp;B Output Code</b>	<b>Outcome S2.1: Effective and coordinated international disaster response is ensured</b>	<i>1 response strategy for civil unrest is developed</i>																
	<b>Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained</b>	<i>1 Contingency plan for civil unrest is developed 25 NRC volunteers are trained in security and safe access</i>																
	Activities planned (week)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP022	Develop a Contingency Plan for Civil Unrest in coordination with the ICRC and the IFRC																	
AP022	Delivery of personal protective equipment (Masks, goggles, protective helmets and flashlights).																	
AP022	Support the EOC																	
AP022	Security workshop (Small sessions and a final workshop after the situation normalize)																	
AP022	Operation support from ICRC and IFRC on advising on operational risks and principled humanitarian action to staff working in the operation (guidance and monitoring).																	
<b>P&amp;B Output Código</b>	<b>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</b>	<i>1 NRC position paper is produced</i>																
	<b>Output S3.1.1: IFRC and National Societies are visible, trusted and effective advocates on humanitarian issues</b>	<i># of key messages disseminated 2 IFRC monitoring visits to Nicaragua</i>																
	Activities planned (week)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	

AP022	Prepare a communication campaign with key messages																		
AP022	Provision of visibility material to staff and volunteers																		
AP022	IFRC monitoring visits																		

## Contact information

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

### In the Nicaraguan Red Cross:

- Oscar Gutierrez, National President, telephone: +505 2265 1428, Email [presidencia@humanidad.org.n](mailto:presidencia@humanidad.org.n)

### In the IFRC:

- Nelson Aly, Country Coordinator for Honduras and Nicaragua, telephone: +504 9986 0160, and Email [nelson.alyrodriguez@ifrc.org](mailto:nelson.alyrodriguez@ifrc.org)
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### In IFRC Geneva

- Susil Perera, senior officer response and recovery; +41 (0)22 7304947; email: [susil.perera@ifrc.org](mailto:susil.perera@ifrc.org)
- Sune Bulow, emergency operations and information management-Disaster and Crisis Department; email: [sune.bulow@ifrc.org](mailto:sune.bulow@ifrc.org)

### For IFRC Resource Mobilization and Pledges support

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

### For In-Kind donations and Mobilization table support:

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

### For Performance and Accountability support (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)

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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.

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**Saving lives, changing minds.**



The IFRC'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

# DREF OPERATION

MDRNI008 - Nicaragua Civil Unrest

23/04/2018

<b>Budget Group</b>	<b>DREF Budget CHF</b>
Clothing & Textiles	0
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	0
Medical & First Aid	40,356
Teaching Materials	5,842
Ustensils & Tools	0
Emergency Response Units	0
Cash Disbursements	0
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>46,197</b>
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Distribution & Monitoring	0
Transport & Vehicle Costs	0
Logistics Services	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>0</b>
International Staff	0
National Staff	0
National Society Staff	876
Volunteers	2,921
Other Staff Benefits	11,050
<b>Total PERSONNEL</b>	<b>14,847</b>
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	3,408
<b>Total WORKSHOP &amp; TRAINING</b>	<b>3,408</b>
Travel	3,894
Information & Public Relations	2,629
Office Costs	4,965
Communications	292
Financial Charges	195
Other General Expenses	0
Shared Office and Services Costs	0
<b>Total GENERAL EXPENDITURES</b>	<b>11,975</b>
	0
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>
Programme and Services Support Recovery	4,968
<b>Total INDIRECT COSTS</b>	<b>4,968</b>
<b>TOTAL BUDGET</b>	<b>81,395</b>