

DREF Operations Update

Nicaragua: Civil Unrest

DREF no. MDRNI008	DREF Update no.1
Date of issue: 25 May 2018	Date of crisis: 18 April 2018
Person responsible for this operation: Santiago Luengo / International Federation of Red Cross and Red Crescent Societies (IFRC)	Contact person in National Society: Dr. Oscar Gutiérrez Somarriba – President of the Nicaraguan Red Cross (NRC)
Operation start date: 18 April 2018	Expected timeframe: The operation will be extended by two months; the new operation end date is 23 August 2018.
DREF allocated: 221,231 Swiss francs (CHF)	
Total number of people affected: No official numbers are available.	Number of people to be assisted: 3,000 people (Increased from 1,200)
Host National Society presence (n° of volunteers, staff, branches): The Nicaraguan Red Cross has 600 volunteers and 40 administrative and project staff at the national level.	
Red Cross Red Crescent Movement partners actively involved in the operation: Italian Red Cross, Spanish Red Cross, the Canadian Red Cross Society, the IFRC and the International Committee of the Red Cross (ICRC).	
Other partner organizations actively involved in the operation: European Civil Protection and Humanitarian Aid Operations (ECHO)	
<p>Summary of the main changes to the EPoA:</p> <ol style="list-style-type: none"> 1. The operation has been extended by two months; the new operation end date is 23 August 2018. 2. The budget increased from CHF 81,395 to CHF 221,231 3. Forty first aid kits were purchased instead of the 32 budgeted to deliver two to each of the 5 participating NRC branches (10 total), 2 to 10 mobile pre-hospital care posts (20 total) and 10 to headquarters-based ambulances (10 total) 4. The number of volunteers wearing uniforms has increased to 300 to ensure their protection, visibility and maintain the NRC's institutional image during demonstrations. 5. The stock of consumable pre-hospital care supplies has been increased. 6. The NRC will provide increased rations of fuel and food to 50 volunteers providing care and responding to emergencies in various branches for 60 days 7. The emblem on 40 National Society ambulances has been changed to give them a distinctive look and prevent them from being mistaken for Nicaragua Ministry of Health ambulances, minimizing the risk of confusion among the affected population. 8. Psychosocial support (PSS) actions have been added. 9. Communication campaigns actions have been added. 10. The hiring of a National Society finance officer has been added. 11. The deployment of a General Regional Intervention Team (RIT) member specialized in security and Safer Access for two months has been added (in coordination with the ICRC). 	

A. Situation analysis

Description of the situation

Nicaragua is facing a social crisis triggered by the approval of reforms to the Nicaraguan Social Security Institute (INSS) that affect workers, employers and retirees. This situation sparked demonstrations in Nicaragua, which were initially confined mainly to the country's university sectors; however, the protests quickly spread to the population in general and departmental capitals through manifestations such as marches, road blockages and, the occupation of government facilities and universities in the case of Managua.

The demonstrations that began in mid-April 2018 have increased. Within this context, people have died, been injured and jailed, and the numbers continue to rise. Schools, markets and businesses have been damaged, economic activity is partially paralyzed, and the level of insecurity and the high risk of injuries and fatalities, especially for youths, are increasing due to demonstrations and pockets of violence spreading throughout the country.

As a result of this increasing unrest, the Catholic Church and some civil society organizations requested a dialogue with the government for which the church has offered to serve as mediator between government and citizens. As per the Catholic Church's request, university students and civil society organizations brought in a team from the Inter-American Commission on Human Rights (IACHR) to investigate and assess the situation.

On 13 May 2018, the Nicaraguan Government, through its Ministry of Foreign Affairs, issued a letter expressing their consent for the IACHR and to the Organization of American States (OAS) to conduct an on-site visit as requested by human rights organizations, the Catholic Church and civil society organizations. Through the Catholic Church, the Nicaraguan Episcopal Conference (CEN) started the National Dialogue at the Seminario Nacional Nuestra Señora de Fátima auditorium in Managua.

At present, the National Dialogue Board has been suspended, and demonstrations continue along Nicaragua's main roads, different parts of Managua and departmental capitals throughout the country.

Summary of Response

Overview of Host National Society

Since the protests triggered by the reforms to INSS began on 18 April 2018, the National Society arranged for the delivery of pre-hospital care and activated its plan to convene volunteers in Managua and the other branches affected by riots. As per the National Response Plan, the Emergency Operations Centre (EOC) in Managua was activated. An allocation from IFRC's Disaster Relief Emergency Fund (DREF) for CHF 81,395 was released on 23 April 2018 to support the NRC's response. While up to 80 per cent of the first allocation has already been spent on the response, the deteriorating situation requires the NRC to extend the operation; consequently, this DREF operation is being extended for an additional two months, with a second allocation of CHF 139,836 to enable the National Society to provide continued assistance to the affected people in emergency health and care.

The NRC currently has 600 volunteers and hired staff providing support to the operation.

The following actions have been carried out:

- The NRC has provided uninterrupted pre-hospital care to the injured, transferred patients to hospitals and evacuated people affected by tear gas and toxic fumes caused by the violence.

Table 1: Pre-Hospital services provided by the Nicaraguan Red Cross up to 19 May 2018

Branch	Total
Managua	332
Chinandega	29
Nagarote	2
Masaya	208
Sébaco	16
Matagalpa	17
Estelí	10
León	8
Camoapa	1
Jinotepe	22
Bluefields	1
Boaco	3
Juigalpa	1
Jinotega	1
Granada	16
Tipitapa	7
TOTAL	674

- Response capacity in terms of pre-hospital care has been strengthened in the NRC's headquarters and six of its branches in the Nicaraguan Pacific through the provision of first aid materials and equipment to improve the care delivered to patients affected by the unrest; this contribution has enabled branches to provide better and effective care and refer patients to hospitals to receive the appropriate treatment.
- Due additional funding, 50 volunteers and staff attached to the relief unit have new personal protective gear such as hard hats, masks, goggles, etc., as this equipment ensures their protection and reduces operational risks during field actions.
- The branches in Chinandega, Tipitapa, Masaya, Tipitapa, León, Jinotepe and the NRC's headquarters in Managua are being supported through reimbursements to the NRC branches to cover the operational costs of the care they are providing in their localities, thus enabling them to provide uninterrupted care. The services provided by each branch are crucial given the high demand for services and the blockages along access roads.
- NRC has improved the positioning of the institutional image through the dissemination and broadcasting of key messages on protecting the emblem, personnel protection and safety, and reputational risks over media and social networks; through this action, the NRC has reinforced the idea that it provides neutral and impartial services to affected people, which in turn has led the impacted population to accept and respect generally its actions.
- A total of 70 people, including branch volunteers and relief unit staff, have received psychosocial support sessions to reinforce participants' self-protection actions; the sessions focus on volunteer participation through the NRC branches in Jinotepe and its headquarters.
- The NRC has ensured the realization of EOC operations through the rehabilitation of the premise's electrical system and roof, which has made it possible to have a space for the NRC to conduct the operation. The EOC is the guarantor of the operation's strategic and operational decisions, and it allows for communication between NRC branches and Red Cross Red Crescent Movement actors.

Overview of Red Cross Red Crescent Movement in country

- Throughout the operation, the Nicaraguan Red Cross has maintained communication with the PNSs, the International Committee of the Red Cross (ICRC) and the International Federation of the Red Cross (IFRC) to keep everyone updated and report on operational needs. Furthermore, it holds Movement coordination meetings regularly, which involve Spanish Red Cross, the Canadian Red Cross Society, American Red Cross, Italian Red Cross, ICRC and IFRC.
- The IFRC's Disaster and Crisis Department in Panama and the ICRC's office (ICRC MoveAbility Foundation) in Managua and its regional offices in Panama and Mexico have provided monitoring and guidance to the operation. An expert in security from the IFRC Americas Regional Office and an expert in safer access has been deployed from the ICRC regional delegation in Mexico to assist the NRC.
- The NRC is allocating the funds provided by the ICRC to psychosocial support sessions, the repair of vehicles damaged during field interventions, emblem visibility and image protection, and awareness-raising on Safer Access and volunteer safety issues.
- The NRC is allocating funds provided by Spanish Red Cross to the restoration of the lighting and sound systems for the vehicles participating in caring for patients in conflict zones and the functionality of the radio communication system.

Overview of non-RCRC actors in country

The National Dialogue Board has been installed under the auspices of the Nicaraguan Episcopal Conference, with participation from the main actors in the conflict and the government to resolve the social and political differences that have affected peace and tranquillity in Nicaragua; It has held 4 meetings have been held to date.

At present, the National Dialogue Board has been suspended despite the continuing demonstrations along the country's main roads, in different parts of Managua and in departmental capitals across the country.

Needs analysis and scenario planning

Needs analysis

The widespread demonstrations and the increase in pre-hospital services provided in the country has put the NRC's operational, human and material resource capacity to the test, requiring the expansion of its operational-technical capacity (more ambulances, the replenishment of materials and an increase in radio communications).

Health

Given the current context, the Nicaraguan Red Cross is the only institution providing pre-hospital care. The greatest needs continue to be having a steady supply of materials (latex gloves, bandages, gauze, antiseptic materials, among others), which need to be replenished periodically, and stretchers for the teams responding to requests for help from the country's 32 NRC branches.

In terms of psychosocial support, the identified needs involve providing psychological first aid to responders to ensure they can mentally help them cope the crisis and holding debriefing sessions to reflect on the institutional and national context of the crisis.

Communications

The NRC must sensitize the population on the operation to facilitate its actions and ensure the safety of its volunteers; to this end, it is airing key messages daily over the radio, television and social networks. One of the NRC's main lines is to strengthen the institutional image, which will contribute to the reduction institutional risks and through that it facilitates providing services to persons in need.

Operation Risk Assessment

- The checkpoints on main highways and roads to Managua and other departments in the country hinder the transport of patients to national referral hospitals. Moreover, these jeopardize the safety of both the health personnel and transport vehicles.
- The Ministry of Health (MINSA)'s ambulances look similar to the NRC's (similar colours), which might lead to people mistaking the two and no longer trusting the services the National Society provides, thereby putting NRC staff and property in danger.
- Several NRC branch offices are located near where the demonstrations are taking place, exposing NRC personnel and property to violence and looting.
- The NRC proposes a communication strategy that includes key messages on the identification of its ambulances, the proper use of the emblem and the use of standardized identification for its volunteers and staff.

Risk scenarios:

The scenario analysis provides a brief outline of what would be required in terms of the national, regional and global scaling up of different tools and approaches and the need for greater capacity when necessary, which is applicable in light of the increasingly complex and enhanced crisis response that will be implemented in conjunction with other Movement partners; The analysis will enable the Nicaraguan Red Cross to address any emerging situation in the best way possible.

The key parameters adopted for potential scenarios include:

1. The organization of armed non-state actors.
2. The peace dialogue does not take place.
3. The peace dialogue does take place, but results are rejected by the involved parties
4. Results from the peace dialogue are accepted by all parties and peace is restored
5. The situation gradually improves, albeit cyclical events of unrest may still occur.

B. Operational strategy

Proposed Strategy


- **Pre-hospital care:** The NRC and its network of branches is providing timely pre-hospital care to the affected population in 11 departments in the country. The NRC is taking all the necessary its volunteers that are deploying as part of its care brigades. The NRC will equip its 32 branches and its headquarters with first aid kits (two per branch) in anticipation of greater or emerging unrest in other departments in the country.
- **Mobile care posts:** The care provision strategy includes the establishment of mobile care posts intended to stabilize and provide coverage to injured people, which are properly identified by Red Cross emblems and located in strategic and neutral locations.
- **Psychosocial support to responders:** As part of psychosocial assistance to NRC responders, three debriefing sessions will be carried out with branches in Managua, Masaya, Tipitapa, Jinotepe, Chinandega, León, Matagalpa, Estelí, Nagarote, Sébaco and Jinotega, among others to ensure volunteers' mental welfare and health.
- **Communications and Institutional Image:** The NRC will implement the communications strategy and enhance the National Society's positioning through the dissemination of key messages on safer access, the promotion of Red Cross and Red Crescent Movement's seven Fundamental Principles and the reputation of its institutional image; these actions will ensure the emblem's visibility in branches, personnel and emergency units. The NRC issues security information frequently, and it publishes daily situation reports on its actions.

Operational Strategy:

The NRC has implemented its operational strategy through the following actions :

- The implementation of a security plan for volunteers and the establishment of shifts for the participating volunteers.
- The preparation of supplies for pre-hospital care (the purchase of required supplies and the re-positioning of ten-days' worth of reserves for NRC branches).
- Continuous monitoring of the situation and the medical attention that NRC branches are delivering nationwide.
- The development of a media campaign to facilitate NRC volunteers' and staff's humanitarian actions.

C. Detailed Operational Plan

 <p>Health People targeted: 3,000 Requirements (CHF): 139,623</p>		
Health Outcome 1: The immediate risks to the health of affected populations are reduced¹		
Indicators:	Target	Achieved
# of people reached through health intervention actions	3,000	674
Output 1.2: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Achieved
# of people reached through first aid interventions	3,000	674
# of procured first aid kits	6	40
Output 1.5: Psychosocial support is provided to the target population		
Indicators	Target	Achieved
# of people reached through PSS interventions	500	70
Progress		
Activities conducted:		
<p><i>The following equipment and materials contained in the emergency plan of action have been purchased:</i></p> <ul style="list-style-type: none"> - Ten pre-hospital care facilities (mobile stations); although, the NRC has not set any of them up yet because they are in the process of being built. Two will be sent to the Masaya branch, as this branch is located in the area where clashes have occurred, putting the branch's volunteers' safety and its ambulances' access at risk. - The purchase of materials that must be replenished periodically (stock replenishment): dressings, single roll gauze bandages, surgical tape, blood sugar metres, oximeters, and blood pressure metres. It is important to mention that it is one of the main needs due to the type of injuries treated. - 40 first-aid kits to equip emergency vehicles from NRC branches in León, Chinandega, Masaya, Jinotepe, Tipitapa and its headquarters. - 15 stretchers for the NRC branches in Masaya, Tipitapa, Jinotepe, León, Managua and Chinandega. - Two PSS sessions from 70 responders from the Managua and Jinotepe branches. 		

Strategies for Implementation

Requirements (CHF): 68,105

International Disaster Response

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

Indicators:	Target	Achieved
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¹ Due to the escalation in the crisis, there was a corresponding increase in the target population and the required resources.

Response strategy for civil unrest is developed	1	1
Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained		
Indicators:	Target	Achieved
Contingency plan for civil unrest is developed	1	1
25 NRC volunteers trained in security and Safe Access	25	30
Outcome S3.1: The IFRC Secretariat and the National Societies use their unique position to influence decisions at local, national and international levels that affect the most vulnerable		
NRC position document is produced	1	1
Output S3.1.1: IFRC and National Society are visible, trusted and effective advocates on humanitarian issues²		
Indicators	Target	Achieved
# of key messages disseminated	N/A	15
2 IFRC monitoring visits by the IFRC	2	1
Two months deployment of General RIT specialized in security	1	In progress
1 finance officer and 1 operations coordinator are hired	1	In progress
Implementation of a communications campaign	1	In progress
Progress		
<p><i>The NRC has conducted the following actions:</i></p> <ul style="list-style-type: none"> - The draft of the contingency plan is still awaiting approval by the National Executive Committee, , which will meet in the coming days. - Two security and safer access sessions for 30 volunteers from headquarters. For trained volunteers, the NRC has 25 in Managua and more will be covered during the outreach session with the 32 branches' heads of search and rescue; the Contingency Plan for Unrest and Security will also be discussed during the session. - Communications campaign: Key messages are being broadcast via radio stations that have local and nationwide coverage, addressing image protection, the proper use of the emblem and the identification of NRC ambulances. - Purchase and delivery of 250 safety vests with reflective NRC emblems for use by volunteers in the field; the NRC has already delivered to NRC branches in Masaya, Managua, Tipitapa, Jinotepe, León, Chinandega and Boaco. - Broadcasting of key messages on emblem use and the Fundamental Principles. - Repairs to the national EOC's electrical system. - Repairs to the NRC's national EOC's roof to ensure operational management . - Reimbursement of expenses incurred for meals for volunteers from riot-affected branches (Masaya, Tipitapa, Chinandega, Managua and León branches). - Reimbursement of expenses incurred for fuel by riot-affected branches in Masaya, Tipitapa, Chinandega, Managua and León. - The purchase of 50 gas masks for volunteers and their delivery to NRC branches in Masaya and the National Society's headquarters. - The purchase of 50 pairs of goggles for volunteers. - The purchase 50 hard hats for volunteer protection. - The purchase of 50 headlamps for hard hats. - The airing of 15 key messages over 9 radio stations: four with local coverage (Tipitapa, Masaya, León and Jinotepe) and five stations with nationwide coverage in Managua. 		

D. Budget

Please see the attached revised DREF budget.

Contact information

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

In the Nicaraguan Red Cross:

² The following activities have been added to Output S3.1: The implementation of a communications campaign, the hiring of a finance officer for the National Society and the deployment of a General RIT specialized in security and Safer Access.

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In IFRC Geneva

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

For In-Kind donations and Mobilization table support:

- Mauricio Bustamante, Regional Logistics coordinator, phone: +507 317 3050; email: 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

[Click here](#)

1. Revised DREF budget [below](#)
2. Click [here](#) to return to the title page

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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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 Disturbios Sociales

24.05.2018

Budget Group	DREF Budget CHF
Shelter - Relief	0
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	0
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	0
Medical & First Aid	90,392
Teaching Materials	12,935
Ustensils & Tools	0
Other Supplies & Services	0
Emergency Response Units	0
Cash Disbursements	0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	103,327
Total LAND, VEHICLES AND EQUIPMENT	0
Dsitribution & Monitoring	0
Transport & Vehicle Costs	24,357
Logistics Services	0
Total LOGISTICS, TRANSPORT AND STORAGE	24,357
International Staff	13,929
National Staff	0
National Society Staff	4,975
Volunteers	11,940
Other Staff Benefits	27,461
Total PERSONNEL	58,305
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	3,482
Total WORKSHOP & TRAINING	3,482
Travel	3,980
Information & Public Relations	8,009
Office Costs	5,074
Communications	995
Financial Charges	199
Other General Expenses	0
Shared Office and Services Costs	0
Total GENERAL EXPENDITURES	18,258
Total TRANSFER TO PARTNERS	0
Programme and Services Support Recovery	13,502
Total INDIRECT COSTS	13,502
TOTAL BUDGET	221,231