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# Operations Update

## Guatemala: Volcanic Eruption

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal n° MDRGT013</b>	<b>Glide n°</b> <a href="#">VO-2018-000066-GTM</a>
<b>Operations Update n° 2</b>	
<b>Operation start date:</b> 6 June 2018 <b>Date of issue:</b> 28 August 2018	<b>Timeframe covered by this update:</b> 6 June 2018 to 9 August 2018
<b>Category allocated to the of the disaster or crisis:</b> <b>Orange</b>	
<b>Appeal budget:</b> 2,036,967 Swiss francs (CHF) <b>DREF allocated:</b> CHF 256,877	<b>Expected timeframe:</b> 12 months <b>Expected end date:</b> 11 June 2019
<b>Total number of people affected:</b> 1,714,387 people	<b>Number of people to be assisted:</b> 1,000 families (6,000 people)
<b>Host National Society presence:</b> The Guatemalan Red Cross (GRC) has one national headquarters, 21 branches throughout the country 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), International Committee of the Red Cross (ICRC), Spanish Red Cross, Italian Red Cross and Norwegian Red Cross.	
<b>Other partner organizations actively involved in the operation:</b> National Coordinator for Disaster Reduction of Guatemala (CONRED for its acronym in Spanish), Oxfam, Good Neighbours, Plan International, Action Against Hunger (ACH for its acronym in Spanish), Mercy Corps, Food for the Hungry, International Cooperation (COOPI for its acronym in Italian), <i>Techo</i> , Child Fund, Care, Save the Children, World Vision, Spanish Agency for International Development Cooperation (AECID), <i>Arbeiterwohlfahrt</i> International (AWO for the acronym in German), and the United Nations (UN) system: United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA), United Nations Development Fund (UNDP), World Food Programme (WFP), United Nations High Commissioner for Refugees (UNHCR), Office of the United Nations High Commissioner for Human Rights (OHCHR), UN, Women, UN Volunteers, United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Department of Safety and Security (UNDSS), United Nations Educational, Scientific and Cultural Organization (UNESCO), International Organization for Migration (IOM), Food and Agriculture Organization (FAO), European Civil Protection And Humanitarian Aid Operations (ECHO)	

[<Click here for the financial report.](#) [Click here for the contact information >](#)

## A. Situation analysis

### Description of the disaster

On 3 June 2018, Guatemala's 3,763-meter (12,346-feet) Fuego Volcano erupted, killing 165 people and leaving 260 people missing. The volcano emitted an 8-kilometer (5-mile) stream of hot lava and a dense plume of black smoke and ash that blanketed Guatemala's capital, Guatemala City, and other regions. According to Guatemalan authorities, 12,823 people have been evacuated from the affected area (please see the [map of affected areas](#)), 2,851 people are in collective centres, and 27 people are injured<sup>1</sup>. The fatalities are concentrated in three towns: El Rodeo, Alotenango and San Miguel los Lotes.



Photo: A GRC volunteer provides support in a collective centre.  
Source: GRC.

<sup>1</sup> Source: CONRED Situation Report from 9 August 2018.

## Summary of the current response

### Overview of Host National Society

# FUEGO VOLCANO GUATEMALA

9 August, 2018



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.

### SITUATION

 People affected  
**1.7 million**

 Deceased  
**165**

 Injured  
**27**

 Evacuated  
**12,823**

 In shelters  
**2,851**

Source: CONRED / General report August 9, 2018, 07:00 hrs

### GUATEMALA RED CROSS ACTIONS

 **1,698** VOLUNTEERS OF THE NATIONAL SOCIETY  
ALERT AND READY TO BE MOBILIZED

**20** BRANCHES

- ▶ **Psychosocial support** for the survivors
- ▶ **Ambulances** deployed to transport people to hospitals
- ▶ **Medical and prehospital care** in shelters and in the impact zones
- ▶ **Collection centers** were opened at national level
- ▶ **Voluntary blood donation**
- ▶ **Restoring family links** service activated
- ▶ Support to the **rescue and evacuation** efforts

EMERGENCY APPEAL  
CHF **2,036,967**  
TO SUPPORT  
**6,000** PEOPLE

The GRC deployed a support team from its headquarters to Escuintla to carry out a needs assessment and provide support and guidance to Restoring Family Links (RFL), psychological support (PSS) actions and the provision of medical care in the collective centres.

The Guatemalan Red Cross develops national-level actions as established in the National Response Plan, which also determines the operational structure, lines of action and procedures that facilitate disaster response; the National Society has 100 staff members, 21 branches and more than 1,684 volunteers nationwide. The GRC has implemented a cash transfer programme (CTP) in its last two Disaster Relief Emergency Fund (DREF) operations, one of which was completed in the last week of December 2017 and well received by the target community.

### Overview of Red Cross Red Crescent Movement in country

There are Partner National Societies (PNSs) present in the country such as the Spanish Red Cross and Norwegian Red Cross, IFRC and the ICRC, with which the GRC president, general director and staff maintain permanent institutional cooperation and coordination for both the programming of activities and accountability and resource management, among other relevant areas.

The IFRC provides support on Movement coordination through the regional office for the Americas (ARO)'s Disaster and Crisis Department, which maintains close communication with the Guatemalan Red Cross. 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.

At the regional level, sister National Societies including the Honduran, Salvadorian, Nicaraguan and Mexican Red Cross-National Societies deployed vehicles and 130 tons of humanitarian assistance that were distributed to the affected population. The Spanish Red Cross worked with the GRC to provide water and on the construction of showers and sanitary facilities in the GRC-managed collective centres. The Italian Red Cross assisted with the rehabilitation of the Escuintla branch. In addition, one of the two IFRC Regional Intervention Team (RIT) members with technical capacities in livelihoods is still in country, and one operations manager has been deployed for three months

The ICRC is supporting the GRC's implementation of Restoring Family Link (RFL) actions and the management of cadavers, in coordination with Guatemalan national authorities.

### Overview of non-Red Cross Red Crescent actors in country

The Humanitarian Country Team (composed of UNOCHA, non-governmental organizations [NGOs] and international non-governmental organizations [INGOs]) had regular coordination meetings of coordination with CONRED during the reporting period.

In addition to the Red Cross Red Crescent Movement, the following organizations are part of the coordination mechanism: UNICEF, UNFPA, UNDP, WFP, UNHCR, OHCHR, IOM, FAO, Oxfam, Good Neighbours, Plan International, ACH, Mercy Corps, CONRED, UNOCHA, Food for the Hungry, COOPI, *Techo*, Child Fund, Care, UN Women, Save the Children, UNDSS, UNESCO, World Vision, UN Volunteers, AECID and AWO International.

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

### Needs analysis

Please see the [Emergency Plan of Action](#) for this section.

### Targeting

The Guatemalan government is coordinating the collective centres, in which approximately 3,677 people are being housed. The GRC will target 1,000 families (6,000 people) in the departments of Escuintla, Alotenango, Sacatepéquez, Yepocapa and Chimaltenango through the following sectors:

Sector	Target Beneficiaries
Livelihoods	500 families (3,000 people)
Health	1,000 families (6,000 people)
Disaster risk reduction (DRR)	500 families (3,000 people)

In its emergency responses, the GRC ensures that its programmes are aligned with the Red Cross's commitment to gender and diversity through the targeting of female-headed households, pregnant or lactating women, men and boys made vulnerable by disasters, households with persons special needs, elderly people, those suffering from chronic illnesses, children-headed households and families with children under five years old; the GRC also targets families 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 the basic humanitarian needs on their own in its relief efforts; these groups will be considered according to the level of impact in the current operation.

### Operation Risk Assessment

The continued rains and persistent volcanic activity, which produces lahars, hinder access to the affected communities and put GRC staff and volunteers at risk. Moreover, the road infrastructure conditions in the country, especially in the affected region, make it difficult for the Guatemalan Red Cross, the population and the institutions linked to the emergency to mobilize their personnel and equipment.

## B. Operational strategy

### 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 by focusing on the following intervention areas:

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. During the emergency phase, the GRC will ensure that the affected population has the necessary resources to guarantee its food security. Additionally, the GRC will strengthen its staff and volunteers in the execution of Livelihoods assessments and the implementation of actions that protect and restore the affected communities' livelihoods, especially the communities that do not have access to productive assets; through these actions, the GRC will help the affected communities become more resilient. **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 targets groups. **Target: 1,000 families (6,000 people)**
3. Disaster Risk Reduction during the emergency phase is a key element of the recovery phase, considering the Fuego Volcano's ongoing risk of eruption. Based in the needs and the impact on the affected schools, the GRC will implement the Red Cross Reference Centre for Resilience's safe school methodology. The IFRC will support the GRC's continued efforts to strengthen the government's domestic legal frameworks for disaster risk reduction, preparedness and response, which will be particularly important during the recovery phase. Additionally, since the formation and training of a community-based organization (e.g. Community-Based Action Team (CBAT), Community Disaster Response Team (CDRT) have been established as pivotal components of all Disaster Management programmes and the main drivers of DRR activities within communities, the GRC will help the affected communities build response teams. **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 NSD efforts by strengthening the GRC's structures and systems 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.

The GRC launched an emergency appeal at the national level, which the National Society is funding bilaterally through the national and international contributions it has received. Since the IFRC's emergency plan of action is part of the GRC's comprehensive EPoA, not all the intervention's lines of action are reflected in this document. Please see the operation's [Dashboard](#) for the other lines of intervention.



A GRC volunteer registers a beneficiary. Source: GRC

## C. Detailed Operational Plan



### Livelihoods

People reached: 1,878

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

Indicators:	Target	Actual
100% of targeted population meet their immediate needs, including basic food needs	500	313

**Output 1.1:** Households are provided with unconditional cash grants to address their basic needs during the emergency phase

Indicators:	Target	Actual
500 households reached through CTP for basic needs	500	313

Progress toward outcomes

- **Multi-purpose cash transfer programme to cover essential needs for 500 families for a month**

Based on the GRC's analysis during this reporting period and considering that the affected population's needs have been adequately covered by nationwide donations, the GRC carried out a Cash Transfer Programme (CTP) for 260 families in the communities of Santa Marta, Trinidad, Don Pancho, and El Porvenir, in the department of Escuintla to cover their basic needs and lost income. Some of the affected communities can only be reached by foot or air, which has hampered the GRC's damage assessments.

- **Development of a feasibility study**

The livelihoods RIT completed the feasibility study on 15 July 2018, and she shared the results with the ARO and the GRC to facilitate decision making for this sector.

- **Design of question and answer (Q&A) system for the execution of the CTP**

The livelihoods RIT worked with the GRC's livelihoods focal point to develop this a Q&A brochure based on the national and regional context, which the GRC will distribute to beneficiaries.

- **CTP workshop for GRC volunteers**

This workshop will take place in mid-September 2018.

- **Develop campaigns for the cash transfer programme and other livelihood activities**

The livelihoods RIT is working with the GRC's livelihoods focal point to develop this activity based on the affected area's context.

**Output 1.2:** 500 households have received assistance to cover their mid-term and long-term livelihoods needs during the recovery phase

Indicators:	Target	Actual
500 households reached through CTP for basic needs	500	313
500 families' livelihoods are restored to pre-disaster level	500	0
250 community members trained in vocational skills and methods for increasing income	250	0
25 GRC volunteers are trained in Livelihoods programme	25	0
1 RIT is deployed	1	1

Progress towards outcomes

- **Livelihoods and market assessment**

The livelihoods RIT visited Santa Lucia, San Pedro de Yepocapa and Siquinala. In the departments of Escuintla and Chimaltenango to conduct a market assessment; while in these communities, she interviewed community members to ascertain where the closest market was located, whether it was functional and if they could obtain necessary goods, among other questions.  
Chimaltenango y Escuintla

- **Beneficiary selection and registration using Open Data Kit (ODK)**

During the reporting period, the livelihoods RIT assisted the GRC with the selection of beneficiaries in the communities of Don Pancho, El Rancho, Santa Rosa, La Reina, Trinidad, Osuna, Ceilán, Rochela, Guadalupe, Unión Maya, San Felipe, El Nispero, Luverna, Belice, El Porvenir, Panimache 1, Panimache 2, Morelia, Santa Sofia, Palo Verde, Sangre de Cristo, Santa Emilia, El Sendero, Yucales, Campamento and Soledad, where the GRC registered 5,537 families via ODK during the reporting period.

The following activities will take place after the close of the current reporting period: **Skill building and livelihoods protection workshops for beneficiaries; Replacement or acquisition of productive assets to restore livelihoods for 500 families (possibly through cash transfers); Monitoring and evaluation of the impact of the activity to restore sustainable livelihoods by the GRC and the IFRC; Workshop on livelihoods and basic needs for GRC volunteers and staff**

- **Coordination with stakeholders on the livelihoods programme**

On 19 June 2018, the GRC's livelihoods focal point met with FAO and Guatemala's Ministry of Agriculture, Livestock and Food Supply (MAGA for its acronym in Spanish) to discuss livelihoods and food security. The GRC participates in the weekly cluster mechanism for livelihoods meetings at the national level.

- **Regional surge personal deployment (RIT member for at least 3 months)**

A RIT specialized in livelihoods from the Ecuadorian Red Cross arrived in Guatemala on 15 June 2018; she will complete her mission at the end of the August 2018. During the reporting period, she conducted a feasibility study and selected the beneficiaries for the emergency phase CTP distribution in the department of Escuintla.



## Health

People reached: 9,117

### Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
6,000 people the population reached through the health sector	6,000	9,117 <sup>2</sup>
Output 1.1: At least 1,000 people receive timely medical care and first aid services		
Indicators:	Target	Actual
1,000 people reached through medical care and first aid services	1,000	3,587 <sup>3</sup>

Progress towards outcomes

- **Deployment of medical personnel from GRC to affected areas**

The GRC deploys 10 doctors with specialities in pediatrics, gynecology and general medicine, among others, 16 GRC volunteers trained in first aid and 1 to 2 paramedics daily to schools and the collective centres to provide pre-hospital care and first aid. The GRC also transported severely burned patients or patients with serious respiratory problems to the main hospital in Escuintla or Roosevelt Hospital or General San Juan de Dios Hospital in Guatemala City; in addition, the GRC transported 14 critically ill patients to the La Aurora Airport so that they could be airlifted to the United States to receive medical treatment. As of 2 August 2018, in coordination with Guatemala's

<sup>2</sup> Sum of pre-hospital care (184 people), medical attention (3,403), medical transports (87), hygiene promotion (2,263) and PSS (3,180). Please note that some of the beneficiaries may have been double counted.

<sup>3</sup> Sum of pre-hospital care (184 people) and medical attention (3,403).

Ministry of Health, the GRC provided medical attention to 3,403 people, pre-hospital care to 184 people, collected 249 units of blood and transported 87 people to medical centres or the airport.

- **Provision of medical supplies and equipment and fuel for ambulance services**

During the reporting period, the GRC provided fuel for its ambulance service and medicine, nebulizers, sutures, bandages, and intravenous solutions to affected people and community centres.

- **Provision of first aid services in the collective centres and the affected area**

In the initial days of the emergency, the GRC provided pre-hospital care to 150 people in the collective centres. The National Society provided first aid and medical care in the collective centres and affected area during the reporting period. Please see the ***Deployment of medical personnel from GRC to affected areas*** activity above for more information.

- **Community health promotion (including prevention of vector-borne diseases)**

During the reporting period, the GRC health technicians and volunteers conducted community-based actions in the collective centres on the prevention of Human Immunodeficiency Virus (HIV), the promotion of hygiene and sexual and reproductive health, and vector control measures through the distribution of educational materials and the realization of educational sessions. During the reporting period, the GRC reached 2,263 people through its hygiene promotion actions.

- **Provide personal protective equipment to volunteers**

During the reporting period, the GRC provided its field volunteers with masks, which were purchased with bilateral funding from the Mexican Red Cross, safety goggles, boots, hats with the Red Cross emblem, helmets and gloves to prevent injury. The GRC also purchased N95 masks for 200 GRC volunteers.

- **Water, Sanitation and vector control activities**

The GRC, with the support from the Spanish Red Cross, distributed 242,000 litres of water, analyzed 16 water sources, installed 29 water tanks and constructed 45 bathrooms for women and men in the collective centres. The GRC also put 47 trash barrels for garbage collection and carried out 29 cleaning activities in 6 collective centres.

### **Output 1.2: 6,000 people receive psychosocial support services according to affected population's needs**

Indicators:	Target	Actual
6,000 people reached through PSS activities	6,000	3,150 <sup>4</sup>
25 GRC volunteers trained in PSS	25	30

Progress towards outcomes

- **Development of a psychosocial support strategy for the operational set up**

A PSS delegate from the Spanish Red Cross and the GRC's PSS focal point collected data and conducted a needs analysis to develop this strategy during the reporting period. The GRC also hired two psychologists during the reporting period to provide support to beneficiaries.

- **Conduct training for volunteers in psychosocial support in emergencies**

The PSS delegate from the Spanish Red and GRC's PSS focal point held a workshop on PSS in emergencies for 30 GRC volunteers on 22 June 2018 at the *Escuela Normal Intercultural* in the department of Escuintla.

- **Produce information, education and communication (IEC) materials and disseminate information on psychosocial support, stress management, coping and the prevention of violence through radio, social networks and other mass media channels**

<sup>4</sup> The total people reached through PSS activities includes the PSS support that the GRC provided before it hired psychologists for the emergency appeal's activities (1,050 people) and after they were hired (2,100 people) for a total of 3,150 people.

The GRC developed PSS materials, and it has communication materials, which it will print and distribute to people in the collective centres.

- **Establish safe spaces for psychosocial support activities**

. The GRC erected six shelter boxes in the community centres to allow GRC staff and volunteers to hold sensitive conversations with beneficiaries and provide privacy to nursing mothers.

- **Provision of psychosocial support services to affected people**

During the reporting period, the GRC, along with the PSS delegate from the Spanish Red Cross, provided PSS support to groups of women in the Iglesia Horeb, Jose Martí, Consur and Experimental collective centres, and it provided PSS support to groups of children in all the collective centres in the department of Escuintla. Additionally, the GRC offered psychological first aid to morgue personnel and people who had to identify the body of family members. Moreover, GRC's PSS team carried out stress management exercises for men, women and children in the collective centres. During the reporting period, the GRC reached 3,150 affected people through its PSS actions.

- **Establish referrals pathways for specialized support as needed**

The GRC is coordinating the referrals of more serious psychological cases or more specialize attention with public health centres and the Ministry of Health.



## Protection, Gender and Inclusion

People reached: 80

**Outcome 1: 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**

Indicators:	Target	Actual
3,000 people (disaggregated by sex and age) receive information with a differential focus on the protection of their lives.	3,000	0
30 people receive training (disaggregated by sex and age) in sexual and gender-based violence (SGBV) in the collective centres	30	0

**Output 1.1: Emergency response operations prevent and respond to sexual and gender-based violence (SGBV) and all forms of violence against women and children**

Indicators:	Target	Actual
30 volunteers (disaggregated by sex) receive training in Minimum Standards of Gender and Diversity and basic training in gender	30	80
3,000 of individuals (disaggregated by sex and age) receive training in SGBV prevention	3,000	0
500 beneficiaries (disaggregated by sex and age) receive SGBV service information through outreach and awareness raising	500	0
500 beneficiaries (disaggregated by sex and age) have access to Safe Spaces	500	0
500 beneficiaries (disaggregated by sex and age) receive PSS	500	0
100 reference systems on sexual protection and gender-based violence brochures to beneficiaries during counselling sessions are produced and distributed to beneficiaries during counselling sessions	100	0

Progress towards outcomes

- **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**

The GRC designed informational materials about sexual violence while considering national legislation on this issue, which it will print and distribute to the beneficiaries in the coming weeks.

- **Set up child-friendly spaces for children in the service assistance areas (financed by local contributions)**

Please see the *Establish safe spaces for psychosocial support activities* activity above for this information.

- **Reproduction of communication materials and information kits about SGBV for distribution to the beneficiary population and during all community activities**

The GRC is still planning this activity. The GRC expects to reproduce communication materials that contain information about the types of violence according to Guatemalan law and relevant local institutions' contact number.

- **Development of a system to ensure that staff and volunteers sign the Code of Conduct and participate in an informational session**

During the reporting period, the National Society reinforced its staff's and volunteers' required compliance with the GRC's Code of Conduct during the PSS workshop for volunteers in Escuintla.

- **Gender-based violence workshop for GRC shelter management volunteers**

The GRC and a protection delegate from the Canadian Red Cross Society conducted a SGBV workshop for 32 GRC volunteers (14 women and 18 men) at the *Escuela Normal Intercultural* on Friday evening (22 June 2018). In the interest of time and the promotion of a more comprehensive and inclusive approach, the SGBV workshop was held at the same time as the PSS workshop<sup>5</sup>. The GRC held another SGBV workshop of on 3 August 2018 in Escuintla, with the participation of GRC 50 staff and volunteers, and it will carry out a training course in the first week of September 2018.

- **Use protection, gender and inclusion (PGI) minimum standards as a guide to support sectorial teams, including measures to address vulnerabilities specific to gender, disability and diversity factors**

The GRC is planning a one-day SGBV workshop to be held later to train volunteers so that the National Society can deploy trained personnel in this area in future emergencies.

- **Hold basic training with male and female beneficiaries on SGBV prevention**

This GRC is planning this activity. The National Society will draft a proposal for the realization of workshops with males and females in the collective centres on the prevention of SGBV and new forms of inter-personal relationships and appropriate forms of behaviour.



## Migration

People reached: 235


**Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)**

Indicators:	Target	Actual
200 families have contact restored with their missing family members through RFL services	200	235

**Output 1.1: Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster**

<sup>5</sup> The facilitators split the group of 32 volunteers into two groups of 16. After 1.5 hours, the PSS group rotated to the SBVG workshop and vice versa.

Indicators:	Target	Actual
At least 200 families receive RFL services	200	235
Progress towards outcomes		
<ul style="list-style-type: none"> <li><b>Deployment of a team of GRC volunteers for restoring family links (the ICRC will provide financial support for this activity)</b></li> </ul> <p>Five staff members, including a coordinator and migration technicians, and 9 volunteers deploy daily to 9 collective centres (3 in the department of Escuintla and 6 in Alotenango, Sacatepéquez). The GRC is also supporting families on the identification of cadavers, and the GRC maintains a database of missing persons, which it updates via ODK daily. The GRC conducts interviews with the family members of missing persons to obtain the missing person's name, identifying characteristics, a photo if available, age, sex, identification number, telephone number, his or her community, and names of other family members. During this reporting period, the GRC handled 235 RFL cases.</p>		

 <b>Disaster Risk Reduction</b> People reached: 0		
<b>Outcome 1: Communities in high-risk areas are prepared for and able to respond to disasters</b>		
Indicators:	Target	Actual
500 households receive information for family disasters plans	500	0
3 schools have preparedness plans	3	0
<b>Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters</b>		
Indicators	Target	Actual
500 families in 3 communities receive family plans	500	0
25 volunteers are trained in "Escuela Protegida"	25	0
3 roll outs at the community level for school children, teachers and community members from the schools	3	0
Progress towards outcomes		
This sector's activities will commence in September 2018.		

## Strategies for Implementation

<b>Strengthen National Society</b>		
<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>		
<b>Output S1.1.4: The GRC has effective and motivated volunteers who are protected</b>		
Indicators:	Target	Actual
1,684 volunteers are insured	1,684	1,684
20 debriefings sessions are conducted	20	3
Progress towards outcomes		
<ul style="list-style-type: none"> <li><b>Provision of insurance for volunteers</b></li> </ul> <p>Currently, 1,684 GRC volunteers are insured through the operation. Based in the rotation of the volunteers of different branches in Escuintla and HQ.</p>		

- **Provide detailed briefings on volunteers' roles and the risks they face in emergencies**

The GRC provides briefings to its volunteers at its headquarters before they are deployed, in which they are apprised of their roles and responsibilities in the field, potential risks and the current situation.

- **Provide psychosocial support to volunteers (included in the health budget)**

Thirty-two GRC volunteers working in the collective centres received training in self-care through the PSS workshop on 22 June 2018. Additionally, the GRC is developing a schedule for its volunteers that will require them to rest after a certain number of work hours to prevent them from becoming overstressed. Finally, the volunteers working in the morgue are given priority for the debriefings, and the 10 GRC volunteers that are given this assignment are rotating daily to reduce the possibility of them developing post-traumatic stress disorder (PTSD) or other stress-related illnesses.

- **Provide visibility (uniforms) to volunteers**

Most of the deployed volunteers had their own uniforms before they were sent to the field; however, those did not were provided with uniforms and visibility materials. The GRC is providing all deployed personnel with a vest or safety bib with the Red Cross emblem. The personnel managing the cadavers are given special disposable uniforms.

#### **Output S1.1.6: The GRC has the necessary corporate infrastructure and systems in place**

Indicators:	Target	Actual
NIT training for 25 volunteers is conducted	25	0
Operations coordinator and financial officer are hired	2	1
Escuintla branch has an EOC	1 EOC	0

Progress towards outcomes

- **Strengthen the GRC's Emergency Operations Centre (EOC)**

This activity will begin in February 2019.

- **Restore the GRC's EOC at the Escuintla branch**

With funds from the Italian Red Cross, the GRC repaired the Escuintla branch's roof. After the close of the current reporting period, the GRC will begin making repairs to the branch's interior in order to install an EOC.

- **Provide operational equipment to the GRC (telecommunications equipment such as radios and mobile phones; computers)**

The GRC purchase one ODK kit during the reporting period, and it will purchase operational equipment for its branches at the end of August 2018.

- **Procurement of 2 4x4 pick up vehicles**

The GRC has already started the procurement process locally for one of the vehicles.

- **Conduct general NIT training**

This activity is planned for March 2019.

- **Hiring of human resources for the operation (operations coordinator and finance officer for 12 months)**

The GRC hired a financial officer, and he began working on 20 June 2018. The GRC also hired an operations coordinator, who began working on 10 August 2018.

- **Provide training to increase the GRC's information management capacity**

This activity is planned for March 2019.

- **Community engagement and accountability: Development of an information system for the target population to obtain feedback on the programme**

This activity is planned for October 2018.

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

Indicators:	Target	Actual
100% people of the target population is reached by the disaster response operation	6,000	3,698 <sup>6</sup>

**Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained**

Indicators	Target	Actual
# of IFRC monitoring visits	12	2
One lesson learned workshop is held	1	0

Progress towards outcomes

- **Provision of quality control and monitoring of the operation by the IFRC's ARO**

ARO's disaster management coordinator for Central America and the Caribbean has been in Guatemala since 5 June 2018; during this time, he conducted two monitoring visits to the field and participated in coordination meetings with the GRC and other stakeholders. ARO's regional director also visited the GRC's field operations in early June 2018.

- **Lessons learned workshop**

This activity is planned for the operation's final month.

**Outcome S3.1: The IFRC secretariat, together with National Societies, uses its 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**

Indicators:	Target	Actual
Workshop conducted for 25 GRC volunteers	25	0

Progress towards outcomes

- **Disaster law case study and lesson learned workshop**

The GRC and the IFRC will conduct this activity in February 2019.

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

**Output S4.1.4: Staff security is prioritized in all IFRC activities**

Indicators:	Target	Actual
1 security plan is produced	1	0
100 GRC staff and volunteers take Stay Safe online course	100	0

Progress towards outcomes

- **Carry out safety and security assessments (risks and threats)**

Since Escuintla is Guatemala's second most dangerous department. The GRC's director of volunteering conducts regular assessments of the security situation in the field. He is in regular contact with the police, and he evaluates the risk level for all GRC installations in the field such as the morgue at the *Escuela Normal Intercultural*. During the reporting period, there were five security incidents in the field.

<sup>6</sup> The sum of CTP (313), PSS (3,150) and RFL (235). To limit duplication, only the totals for specific activities were summed for this indicator.

- **Prepare a specific security plan for the operation**

The IFRC's disaster manager for Central America and the Caribbean, its ARO regional security coordinator and the GRC's director of volunteering are developing a security plan for the operation.

- **Prepare and carry out civil-military relations plan and liaison**

This activity is planned for December 2018.

- **Ensure minimum security and actual security requirements are met throughout the operational timeframe**

For security purposes, GRC volunteers follow a strict work schedule, which limits their deployments to the affected area to between the hours of 6 AM to 6 PM. Additionally, the GRC briefs its volunteers on its Code of Conduct and Safe Access before they are deployed, and it immediately removes volunteers from the field that pose a threat to themselves or their fellow GRC volunteers. Likewise, the GRC briefs its volunteers on the prevention of sexual violence before deployments, and it employs a zero-tolerance policy for GRC volunteers that are implicated in acts of sexual violence.

## Contact Information

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

### In the Guatemalan Red Cross:

- Anabella Folgar Bonilla, President of Guatemalan Red Cross, phone: +502 23816515; email: [presidencia@cruzroja.gt](mailto:presidencia@cruzroja.gt)
- Daniel E. Javiel Orellana, General Director, Guatemalan Red Cross; phone: +502 23816515; email: [direcciongeneral@cruzroja.gt](mailto:direcciongeneral@cruzroja.gt)

### In the IFRC regional office for the Americas:

- Iñigo Barrera, Head of the Disaster and Crisis Preparedness, Response and Recovery (DCPRR) department; email: [ci.barrera@ifrc.org](mailto:ci.barrera@ifrc.org)
- Felipe Del Cid, Continental Operations Coordinator, Response and Recovery (DCPRR) department; email: [felipe.delcid@ifrc.org](mailto:felipe.delcid@ifrc.org)
- Stephany Murillo, Regional Logistics senior officer, mobile: +507 6679-9674, email: [stephany.murillo@ifrc.org](mailto:stephany.murillo@ifrc.org)
- Diana Medina, Communications Unit manager for the Americas, phone: +507 6780-5395; email: [diana.medina@ifrc.org](mailto:diana.medina@ifrc.org)

### In the Country Cluster Support team:

- Nelson Ally Rodriguez, Head of the CCST in Central America, [nelson.alyrogriguez@ifrc.org](mailto:nelson.alyrogriguez@ifrc.org)

### For Resource Mobilization and Pledges:

- Marion Andrivet, Emergency Appeals and Marketing Officer, phone: +507 317-3050; email: [marion.andrivet@ifrc.org](mailto:marion.andrivet@ifrc.org)

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

- Paula Martes; planning, monitoring and reporting team coordinator; phone: +507 317-3050; email: [paula.martes@ifrc.org](mailto:paula.martes@ifrc.org)

### In Geneva:

- Ruben Romero, acting Response and Recovery Lead, programme and operations focal point; phone: +41.22.730.4529, email: [ruben.romero@ifrc.org](mailto:ruben.romero@ifrc.org)
- Antoine Belair, Operations Coordinator (Americas and Africa regions) +41 79 708 3149; email: [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

## 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:



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote social inclusion  
and a culture of  
**non-violence** and **peace.**

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## Disaster Response Financial Report

## MDRGT013 - Guatemala - Vocano Eruption

Timeframe: 06 Jun 18 to 11 Jun 19

Appeal Launch Date: 11 Jun 18

## Interim Report

## Selected Parameters

Reporting Timeframe	2018/6-2018/7	Programme	MDRGT013
Budget Timeframe	2018/6-2019/06	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		<b>1,432,227</b>				<b>1,432,227</b>	
<b>B. Opening Balance</b>		<b>119,013</b>				<b>119,013</b>	
<b>Income</b>							
<b>Cash contributions</b>							
<i>American Red Cross</i>		249,323				249,323	
<i>British Red Cross</i>		64,616				64,616	
<i>Charities Aid Foundation</i>		4,887				4,887	
<i>China Red Cross, Hong Kong branch</i>		25,470				25,470	
<i>Cyprus Government</i>		11,500				11,500	
<i>Great Britain - Private Donors</i>		1,299				1,299	
<i>Isuzu Motors Limited</i>		17,928				17,928	
<i>Italian Government Bilateral Emergency Fund</i>		231,997				231,997	
<i>Japanese Red Cross Society</i>		67,200				67,200	
<i>Norwegian Red Cross</i>		121,747				121,747	
<i>OPEC Fund For International Development-OFID</i>		99,368				99,368	
<i>Red Cross of Monaco</i>		17,401				17,401	
<i>Swedish Red Cross</i>		118,222				118,222	
<i>Swiss Red Cross</i>		100,000				100,000	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>		63,293				63,293	
<i>The Netherlands Red Cross (from Netherlands Government*)</i>		162,398				162,398	
<i>The Republic of Korea National Red Cross</i>		50,000				50,000	
<i>UNDP - United Nations Development Programme (from Chile Government*)</i>		49,801				49,801	
<b>C1. Cash contributions</b>		<b>1,456,449</b>				<b>1,456,449</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>1,456,449</b>				<b>1,456,449</b>	
<b>D. Total Funding = B + C</b>		<b>1,575,462</b>				<b>1,575,462</b>	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>		119,013				119,013	
<b>C. Income</b>		1,456,449				1,456,449	
<b>E. Expenditure</b>		-204,759				-204,759	
<b>F. Closing Balance = (B + C + E)</b>		<b>1,370,703</b>				<b>1,370,703</b>	

## Disaster Response Financial Report

## MDRGT013 - Guatemala - Vocano Eruption

Timeframe: 06 Jun 18 to 11 Jun 19

Appeal Launch Date: 11 Jun 18

## Interim Report

## Selected Parameters

Reporting Timeframe	2018/6-2018/7	Programme	MDRGT013
Budget Timeframe	2018/6-2019/06	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>1,432,227</b>			<b>1,432,227</b>		
<b>Relief items, Construction, Supplies</b>								
Medical & First Aid	66,607						66,607	
Teaching Materials	39,198						39,198	
Other Supplies & Services	6,877						6,877	
Cash Disbursement	597,304						597,304	
<b>Total Relief items, Construction, Sup</b>	<b>709,986</b>						<b>709,986</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	78,593						78,593	
Office & Household Equipment	9,824						9,824	
<b>Total Land, vehicles &amp; equipment</b>	<b>88,417</b>						<b>88,417</b>	
<b>Logistics, Transport &amp; Storage</b>								
Transport & Vehicles Costs	26,918						26,918	
<b>Total Logistics, Transport &amp; Storage</b>	<b>26,918</b>						<b>26,918</b>	
<b>Personnel</b>								
International Staff	180,763		3,726			3,726	177,037	
National Staff	20,041						20,041	
National Society Staff	97,403						97,403	
Volunteers	5,207		1,188			1,188	4,019	
Other Staff Benefits	20,876						20,876	
<b>Total Personnel</b>	<b>324,290</b>		<b>4,914</b>			<b>4,914</b>	<b>319,376</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	133,018						133,018	
<b>Total Workshops &amp; Training</b>	<b>133,018</b>						<b>133,018</b>	
<b>General Expenditure</b>								
Travel	23,578		13,510			13,510	10,068	
Information & Public Relations	21,613		688			688	20,925	
Office Costs	11,396		127			127	11,268	
Communications	5,305		31			31	5,274	
Financial Charges	295		-536			-536	830	
<b>Total General Expenditure</b>	<b>62,186</b>		<b>13,820</b>			<b>13,820</b>	<b>48,366</b>	
<b>Operational Provisions</b>								
Operational Provisions			173,529			173,529	-173,529	
<b>Total Operational Provisions</b>			<b>173,529</b>			<b>173,529</b>	<b>-173,529</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	87,413		12,497			12,497	74,916	
<b>Total Indirect Costs</b>	<b>87,413</b>		<b>12,497</b>			<b>12,497</b>	<b>74,916</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>1,432,227</b>		<b>204,759</b>			<b>204,759</b>	<b>1,227,468</b>	
<b>VARIANCE (C - D)</b>			<b>1,227,468</b>			<b>1,227,468</b>		

**Disaster Response Financial Report****MDRGT013 - Guatemala - Vocano Eruption**

Timeframe: 06 Jun 18 to 11 Jun 19

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Interim Report

**Selected Parameters**

Reporting Timeframe	2018/6-2018/7	Programme	MDRGT013
Budget Timeframe	2018/6-2019/06	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster management	1,432,227	119,013	1,456,449	1,575,462	204,759	1,370,703	
Subtotal BL2	1,432,227	119,013	1,456,449	1,575,462	204,759	1,370,703	
<b>GRAND TOTAL</b>	<b>1,432,227</b>	<b>119,013</b>	<b>1,456,449</b>	<b>1,575,462</b>	<b>204,759</b>	<b>1,370,703</b>	