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DREF Final report

Honduras: Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRHN012	
Date of issue: 20 September 2018	Expected timeframe: 3 months Operation end date: 4 March 2018
Start date of the crisis: 29 November 2017	
Operation start date: 4 December 2017	DREF allocated: 82,501 Swiss francs (CHF)
Host National Society (n° of volunteers, staff, branches): Honduran Red Cross (HRC): The HRC has 52 branches in 15 of the country's 18 departments and 5,421 volunteers throughout the country.	
Total number of people affected: No official numbers are available	Number of people assisted: 1,200
Red Cross Red Crescent Movement partners actively involved in the operation: The Norwegian Red Cross, the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (IFRC).	
Number of organizations outside the Movement: The Pan American Health Organization (PAHO), the Health Ministry, the Honduran Social Security Institute and the Fire brigade.	
The Honduras Red Cross spent a total of CHF 54,245. The remaining balance of CHF 28,256 will be returned to the Disaster Relief Emergency Fund.	

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

A. Situation Analysis

Description of the crisis

On 26 November 2017, general elections were held in the country to elect the president, members of congress and mayors; these elections were considered historic because the president of the republic was running for re-election, and it was the first time in the electoral and democratic history of the country that opposing political parties formed an electoral alliance.

The Supreme Electoral Tribunal (TSE) tallied the votes; however, the two leading candidates each proclaimed themselves the election's winner prior to the issuance of the first official report, which generated uncertainty among the population regarding the electoral process due to the time that it took to tally the votes and the varying



An opposition group protest in Tegucigalpa, Honduras
Source: Honduran Red Cross

results. Because of the lack of connectivity in some parts of the country and malfunctions in the technical systems needed to tally the result, the first report on the election was not delivered until the morning of 27 November, giving a 5 per cent advantage to one of the candidates after tabulating 57 per cent of the votes.

From the end of November 2017 to February 2018, the opposition party set up road blocks and led protests demanding a transparent tallying of votes.

These protests turned violent at times, resulting in deaths and injuries, and they disrupted public transportation, preventing people from reaching their workplaces.

Summary of the current response

Overview of Host National Society actions

From the beginning of the electoral process, the Honduran Red Cross, coordinated its actions through its branches and in accordance with the Red Cross Movement's Fundamental Principles.

Activities prior to the electoral process included:

- Drafting of a contingency plan for the election
- Safer Access Workshop (for Youth, Health, National Blood Programme, Relief, Risk Management, Pre-Hospital Care, Essential Services department staff)
- Simulations to replicate Security Measures to reduce HRC staff's vulnerability during service deliveries on election days
- Delivery of a memo with the guidelines for elections to all participating HRC staff and volunteers
- Dissemination of messages through WhatsApp groups and social networks containing the Fundamental Principles
- Dissemination of messages through WhatsApp containing the security and operational guidelines for elections
- Sharing of the guidelines for elections during operational preparedness meetings with each branch
- Sending of key messages to be used with National Society-authorized spokespersons (branch presidents)
- Placement of "No Weapons" stickers on 90 institutional vehicles

During the Electoral Process:

- Activation of the Contingency Plan for electoral events
- Activation of the National Monitoring Centre with risk management and security personnel
- Implementation of the automated Information Management Platform from the National Emergency Operations Centre (NEOC)
- Assignment of personnel to the Supreme Electoral Tribunal's Emergency Operations Centre (EOC)
- Provision of guidance to councils on event-related issues
- Coordination with the National Emergency System for potential ambulance mobilizations
- Information validation and emergency response
- Informational meeting on the socio-political situation with participating staff

•Due to the heightened violence, the HRC suspended all its community activities.

After the elections:

- Continued activation of the institutional Emergency Operations Centre and the strategic centres.
- Reconfiguration of HRC personnel's shifts for the provision of pre-hospital system nationwide.
- Provision of visibility and personal protective equipment to volunteers and institutional staff working in humanitarian actions.
- Provision of first aid supplies to branches
- Review and adaptation of the contingency plan for electoral events, with support from the IFRC, the ICRC and Honduran Red Cross authorities.

Overview of Red Cross Red Crescent Movement in country

The IFRC has a presence in the country through its coordinator for the Country Cluster Support Team (CCST) for Central America in Tegucigalpa. During the operation, the HRC maintained continuous communication with the IFRC's disaster management coordinator for Central America and Mexico, and since the beginning of the electoral process,

the IFRC was in continuous communication with the National Society to determine courses of action according to the actions that may occur.

The Honduran Red Cross received support throughout the operation from the ICRC and the IFRC to provide an efficient and effective service based on the Fundamental Principles.

Other organizations involved in the operation

PAHO activated its EOC, in which the Health Ministry, Fire brigade, Social Security and other health agencies actively participated during the electoral process.

Needs analysis, targeting, scenario planning and risk assessment

Due to clashes between demonstrators and security forces, the Honduran Red Cross organized response teams to transport and provide pre-hospital care to people who needed first aid treatment or to be taken to a hospital.

Risk Assessment

The demonstrations and road blocks were important factors to consider in the planning of the actions of all volunteers' and collaborators of the Honduran Red Cross's actions. All staff complied with the safety standards established by the National Society to reduce the possibility of security incidents among Honduran Red Cross staff and supporters of both parties.

Prior to the country's general elections, a cold front affected the country's northern and Atlantic areas. Based on the identified needs generated by the emergency, the HRC developed a Disaster Relief Emergency Fund (DREF) plan of action; however, due to the unrest caused by the general elections, the HRC had limited access to the affected communities and the proposed actions could not be carried out. Therefore, the National Society decided to return the funds since it could not carry out the planned operation due to the unsafe conditions in the country.

B. Operational Strategy

Proposed strategy

Overall Operational objective: Provide first aid care and psychosocial support to least 1,200 people affected by social unrest, considering institutional security rules and in accordance with the National Society's provision of care protocols.

Health

- Provision of first aid care through the purchase and delivery of 30 first aid kits (3 per branch, 10 branches in total)
- Provision of psychosocial support to affected people (it was not possible for the HRC to count the number of people that resumed this service during the emergency)
- Provision of psychosocial support to 140 national health system staff involved in the operation, including HRC personnel

Communications, dissemination and visibility

- Visibility materials consisting of 40 flags and stickers for use in 20 vehicles that will be activated to respond to ambulance service requests and transport personnel
- Development of a communications campaign through various social media platforms and media, including radio spots and printed material, to reinforce key messages on respect for the emblem and Fundamental Principles.

Operational Support

- Personal protective equipment: Masks, gloves, goggles and hard hats for 100 volunteers in 10 Departments (Francisco Morazán, Cortés, Atlántida, Choluteca, Olancho, Yoro, El Paraíso, Intibucá, Comayagua and San Bárbara)
- Meals for 200 National Society response brigade members in 10 HRC branches
- Lodging for 10 volunteers deployed from nearby branches to join in the efforts at the HRC's headquarters' National Monitoring Centre.
- Fuel to support the deployment of emergency units and ambulances to meet pre-hospital care requests.

Logistics and supply chain

The National Society has a procurement structure with well-defined procedures, which is compatible with the IFRC's systems. The National Society has an ample and secure warehouse for the storage of goods in case its required for any emergency. The purchases of goods during this operation were done locally.

Human Resources

The National Society mobilized 100 volunteers to support the operation.

Information Technology (IT)

The National Society has an IT office, a computerized system and stable basic Internet service to ensure communications in the field and the response teams' security. The HRC established an alternative communications system that used very high frequency (VHF) radios in its vehicles and institutional cell phones for its field work.

Communications

The ICRC disseminated the HRC's press release and advised the National Society on communication issues to support coordination and maintain the neutrality and impartiality of HRC's activities.

The National Society has a Communications and Image Department, which provided coverage of the HRC's activities and information to the media for the dissemination of key messages promoting respect for the emblem, the Fundamental Principles and access to affected people.

Planning, monitoring, evaluation and reporting (PMER)


The HRC has a Monitoring and Evaluation Unit, which was responsible for conducting planning, monitoring, evaluation and reporting (PMER) actions during the operation; in addition, the HRC developed a monitoring and evaluation plan during the planning phase for each of its interventions.

Transparency and accountability actions were carried out throughout the operation. Given that this is a topic of interest across the region, the National Society held a lessons learned workshop, which focused on the actions taken and possible improvements for future operations.

Administration and finance

The HRC has a Financial and Accounting System and an Internal Audit Department that guarantee the proper use of financial resources in accordance with the conditions established in the memorandum of understanding (MoU) between the National Society and its donors. The HRC's management of financial resources was in accordance with its regulations and IFRC procedures, and it used its own procedures and the IFRC's formats for the justification of expenditures process.

C. Detailed Operational Plan

 <p>Health People reached: 1,200 Male: 600 Female: 600</p>		
Health Outcome 1: The immediate risks to the health of affected populations are reduced		
Health Output 1.1: Injured target population is provided with timely first aid care		
Activities:	Target	Actual
Provision of first aid and pre-hospital care	1,200	N/A
Acquisition of supplies for 30 first aid kits	30	30
Evacuation of injured people through the ambulance service	1,200	N/A

Installation of first aid post	1	1
Health Output 1.2: Psychosocial support provided to the target population		
Psychosocial support services to affected people.	1,200	0
Psychosocial support to volunteers and staff	1,200	N/A ¹
Progress towards outcome		
<ul style="list-style-type: none"> Provision of first aid and pre-hospital care The Honduran Red Cross, as auxiliary to the national authorities, provided pre-hospital care to the injured people. The HRC was the only organization to provide first aid. Acquisition of supplies for 30 first aid kits The HRC provided first aid kits to 10 departments in the country; the supplies included medicine for the branches, which were used by paramedics. Evacuation of injured people through the ambulance service HRC volunteers and staff provided ambulance service to the public, and the HRC activated its Emergency Operations Centre for Health to coordinate all emergency health activities. Psychosocial support services to affected people The HRC provided psychosocial support to people from both sides of the crisis, including technical sessions to other agencies present in the response such as the Honduras's Permanent Contingency Commission (COPECO for its acronym in Spanish)'s Immediate Response Unit and the Social Security Institute. 		
Challenges		
The humanitarian activities conducted in an unstable and changing context represented a daily challenge to the Honduran Red Cross; therefore, there is a need to strengthen the HRC's role as an auxiliary to the government, along with those of state agencies, security forces and the general population. Additionally, the HRC needs to be better prepared for emergencies by having more equipment and tools such as stretchers, helmets and protective vests to provide greater coverage in these types of situations.		
Lessons Learned		
<ul style="list-style-type: none"> The promotion of the Fundamental Principles is the best tool for this type of operation. Efficient coordination mechanisms such as the EOC help establish operational I priorities and optimize resources. It is essential to apply a continuous communication strategy to promote the Fundamental Principles and the HRC's work. 		

D. Strategies for implementation

Outcome S2.1: Effective and coordinated international disaster response is ensured		
Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained		
Activities:	Target	Actual
Register and enlist volunteers in volunteer insurance scheme to ensure all volunteers are insured	100	100
Provide full briefings on the roles of volunteers and the risks they face and measures to take to reduce risks.	100	100
Ensure the safety and well-being of volunteers through operational management	100	100
Ensure that volunteers are properly trained	100	100
Provision of personal protective equipment	100	100
Orientation sessions on the application of security measures to the personnel involved	13	13
Operational support by IFRC (guidance and monitoring)	1	1
Ensure the revision and improvement of national and sectional security regulations and contingency plans	1	1
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		

¹ Due to the sensitive nature of this emergency, the Actual figures for the *Provision of first aid and pre-hospital care*, *Evacuation of injured people through the ambulance service* and *Psychosocial support to volunteers and staff* cannot be made public.

Output S3.1.1: IFRC and National Societies are visible, trusted and effective advocates on humanitarian issues		
Activities:		
Provision of visibility material to personnel and emergency vehicles	1	1
Provision of visibility material to personnel and emergency vehicles	1	1
Communication strategy of the Red Cross for the respect of the emblem and access to the affected population	15	15
Progress towards outcomes		
<ul style="list-style-type: none"> <p>Register and enlist volunteers in volunteer insurance scheme to ensure all volunteers are insured All staff and volunteers involved in the operation were properly insured (100 volunteers).</p> <p>Provide full briefings on the roles of volunteers and the risks they face and measures to take to reduce risks The HRC held Informational sessions in all the branches supporting the operation to explain the possible risks involved in the activities to be conducted and how to minimize these risks (100 volunteers).</p> <p>Ensure the safety and well-being of volunteers through operational management A common understanding was in place between the Risk Management unit, the security officer and the pre-hospital care coordination system on how to address each emergency and how to mobilize the staff, which lowered the risks to HRC staff and volunteers.</p> <p>Ensure that volunteers are properly trained All staff and volunteers involved in the operation received pertinent training briefings from the HRC and bilateral support from the IFRC.</p> <p>Provision of personal protective equipment The HRC provided protective equipment such as helmets, masks, gloves and visibility equipment to all the branches involved in the operation due to the special characteristics of the crisis (burning of tires and launching of objects, among other violent forms of protest).</p> <p>Orientation sessions on the application of security measures to the personnel involved The Honduran Red Cross has a Safe Access manual, with clear security measures, which were disseminated during informational online sessions seeking to strengthen knowledge and promote the use of these guidelines to minimize risks. Because HRC personnel could not travel between the National Society's branches due to widespread violence, the National Society conducted the training sessions online.</p> <p>Operational support by IFRC (guidance and monitoring) The IFRC's regional office for the Americas (ARO)'s disaster manager for Central America and Mexico and its security coordinator conducted a monitoring visit to the country and followed the situation closely throughout the operation.</p> <p>Ensure the revision and improvement of national and sectional security regulations and contingency plans Prior to the crisis, the Security Unit, the Risk Management unit and other key actors provided guidance and recommendations to improve the HRC's contingency plans, and the IFRC also supported the revision of the HRC's contingency plans for electoral processes.</p> <p>Provision of visibility material to personnel and emergency vehicles As a security measure, the HRC provided vests with the Red Cross emblem to all its staff and volunteers involved in operation; additionally, it provided flags for all emergency vehicles involved in the operation to ensure proper visibility to HRC's actions and safe access to affected people.</p> 		

D. Budget

[Please see the attached.](#)

Contact information

For further information specifically related to this operation please contact:

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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**.

Disaster Response Financial Report

MDRHN012 - Honduras - Civil Unrest

Timeframe: 04 Dec 17 to 04 Mar 18

Appeal Launch Date: 04 Dec 17

Final Report

Selected Parameters

Reporting Timeframe	2017-2018/08	Programme	MDRHN012
Budget Timeframe	2017/12-2018/03	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
A. Budget		82,501				82,501	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		82,501				82,501	
C4. Other Income		82,501				82,501	
C. Total Income = SUM(C1..C4)		82,501				82,501	
D. Total Funding = B + C		82,501				82,501	

* 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. Opening Balance							
C. Income		82,501				82,501	
E. Expenditure		-54,245				-54,245	
F. Closing Balance = (B + C + E)		28,256				28,256	

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Subsector:	*		

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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	
BUDGET (C)			82,501			82,501		
Relief items, Construction, Supplies								
Medical & First Aid	16,935		15,962			15,962	974	
Teaching Materials	1,477		1,659			1,659	-182	
Other Supplies & Services			2,668			2,668	-2,668	
Total Relief items, Construction, Sup	18,412		20,289			20,289	-1,877	
Logistics, Transport & Storage								
Storage			1,105			1,105	-1,105	
Distribution & Monitoring			5,390			5,390	-5,390	
Transport & Vehicles Costs	17,477		5,249			5,249	12,228	
Logistics Services			500			500	-500	
Total Logistics, Transport & Storage	17,477		12,245			12,245	5,232	
Personnel								
National Society Staff	2,265		1,079			1,079	1,185	
Volunteers	20,752		13,692			13,692	7,059	
Total Personnel	23,016		14,772			14,772	8,245	
Workshops & Training								
Workshops & Training	7,385						7,385	
Total Workshops & Training	7,385						7,385	
General Expenditure								
Travel	3,938		996			996	2,943	
Information & Public Relations	2,265		2,019			2,019	246	
Office Costs	295		107			107	188	
Communications	4,480		543			543	3,937	
Financial Charges	197		-35			-35	232	
Total General Expenditure	11,175		3,629			3,629	7,546	
Indirect Costs								
Programme & Services Support Recove	5,035		3,311			3,311	1,725	
Total Indirect Costs	5,035		3,311			3,311	1,725	
TOTAL EXPENDITURE (D)	82,501		54,245			54,245	28,256	
VARIANCE (C - D)			28,256			28,256		

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Budget Timeframe	2017/12-2018/03	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
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	82,501		82,501	82,501	54,245	28,256	
Subtotal BL2	82,501		82,501	82,501	54,245	28,256	
GRAND TOTAL	82,501		82,501	82,501	54,245	28,256	